Postal Regulatory Commission Submitted 1/24/2012 5:33:47 PM

	PONCE DE LEON Docket: 1377998 - 65728 Filing ID: 79962	
Item	Accepted 1/25/2012 Document	Date Posted
1.	Request/approval to study for discontinuance	08/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	08/09/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	08/09/2011
4.	Highway map with community highlighted	08/09/2011
5.	Inspection Service/local law enforcement vandalism reports	08/09/2011
6.	Form 4920, Post Office Fact Sheet	08/09/2011
7.	NEPA Worksheet	08/09/2011
8.	Financial Workbook	08/31/2011
9.	Reccomendation and Service Replacement Type	08/31/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	08/23/2011
11.	Community meeting roster	08/23/2011
12.	Community meeting letter	08/23/2011
13.	Proposal checklist	08/25/2011
14.	District notification to Government Affairs	08/23/2011
15.	Instructions to postmaster/OIC to post proposal	08/30/2011
16.	Invitation for comments exhibit	08/30/2011
17.	Proposal exhibit	08/31/2011
18.	Comment form exhibit	08/30/2011
19.	Instructions for postmaster/OIC to remove proposal	09/02/2011
20.	Returned customer questionnaires and Postal Service response letters	11/08/2011
21.	Analysis of questionnaires	11/08/2011
22.	Community meeting analysis	08/31/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	11/04/2011
24.	Notification of taking proposal and comments under internal consideration	10/26/2011
25.	Proposal comments and Postal Service response letters	11/08/2011
26.	Proposal Analysis of comments	11/08/2011
27.	Petition and Postal Service response letter (if appropriate)	11/08/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	11/08/2011
29.	Log of Post Office discontinuance actions	11/08/2011
30.	Certification of record	11/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	12/08/2011
32.	Headquarters' acknowledgment of receipt of record	12/09/2011
33.	Vice president, Delivery and Retail, instruction letter	12/11/2011
34.	Instruction letter to postmaster/OIC on posting	12/15/2011
3 5 .	Final determination from Headquarters	12/11/2011
36.	Round-date stamped final determination cover sheets	
37.	Postal Bulletin Post Office Change Announcement	



	'n			

MARK MARTINEZ DISTRICT MANAGER MID-AMERICA PFC			
SUBJECT: Authority to Conduct Investigation			
I request your authorization to investigate a pos	ssible change in postal servic	es for the office in the 7 congress	ional district.
Post Office Name:	PONCE DE LEON		
Zip+4 Code	65728-9998		
EAS Level	53		
Finance Number	286438		
County:	STONE		
Proposed Admin Office:	HIGHLANDVILLE	ADMIN Miles Away:	5.6
Near Office Name:	HIGHLANDVILLE	Near Miles Away	5.6
Number of Customers			
Post Office Box	28		
Total Customers:	48		
ZIP Code Change:	Yes NO ZIP	Code	
Maintain Town Name:	Yes 📝 NO 🗍		
The above office will become vacant when the (Please check below the rational for this study			
Emergency Suspension		Office Workload	
Insufficient Customer Demand		Reasonable Alternate Access	;
Special Circumstances			
RICK BELCHER Manager, Post Office Operations			
Approval to Study for Discontinuance:			
DISTRICT MANAGER		<u></u>	08/04/2011 DATE
MID-AMERICA PFC			

cc Area Manager, Public Affairs and Communication

Title:

Tele No:



(816) 374-9120

Fax No:

	POSTAL	JSIZ SER	AKE*				Dockect 137799	3 8
,			NOTICE OF PO	ST OFFICE E	MERGEN	CY SUSPENSION		
. Office ame:	PONCE		ON		. District	State MO	Zıp Code	65728
rea:	WESTER	N.			District: County:	MID-AMERICA PFC STONE		·····
ongress AS Grad	sional Distr	ICT:	7 53		County.	Finance Number	286438	
ost Offic		1	Classified Static	- on		Classified Branch		° []
							·	
There	was no	Eme	rgency Suspension	for this offi	ce			
,,,,			, g , , , ,					

MID-AMERICA PFC Post Office Review Coordinator

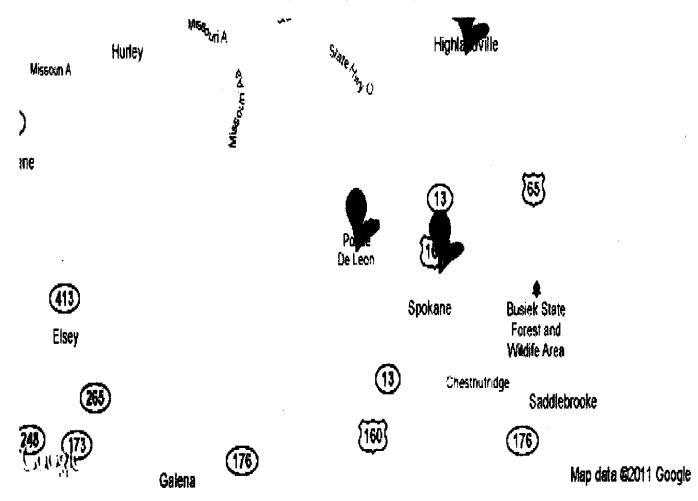
(816) 374-9686



(************************************		NC	TICE TO CUSTOMERS	DISTRIC	T PERSO	NNEL OF SUSPENSI	ON	
A. Office	•							
	ONCE DE L	EON				State: MC	7 in	Code 65728
	ESTERN				District	MID-AMERICA PFO		Code 03/28
Congression		7			County:	STONE		
EAS Grade:		53				Finance Numb	er: 2864	38
Post Office:	Œ]	Classified Station			Classified Branch		СРО 🔲
•								
Chere was no	Emergenc	v Susper	sion for this office					
	, C 95	, Gaopei						
								•
Prepared by:		ne Dean			•	····	Date:	08/09/201
litte:	MID	AMERIC	A PFC Post Office Review	v Coordir	ator			
Tele No:	(816	374-968	36				Fax No:	(816) 374-9120

Alternate access points include nearby

(1) SPOKANE (Post Office 3.0) , (2) HIGHLANDVILLE (Post Office 5.6) , (3) REEDS SPRING (Post Office 8.9) and (4) GALENA (Post Office 9.0) .





SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PONCE DE LEON Post Office, 65728 - 9998, located in STONE County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JOANNE DEAN
Post Office Review Coordinator
MID-AMERICA PFC

NBR records of mail theft or vandalism:

Comments/Findings:

cc: Official Record



Discontinuance Feasibility Study Survey

Retail Facility Name: Ponce De Leon Post Office	2. State and ZIP 1 MO 65728-9998	· 4 Code®:
3. Facility Information		
a. Provide specific information about the facility, including structural decentrooms, and security issues. Include facility servicing documentation	efects, safety hazards, lac n for all structural defects	k of running water or and safety hazards.
No structural defects known		
b. Is the facility accessible to persons with disabilities?	₽ YES	□ NO
4. Community Information		
a. Local government provided by:		
b. Police protection provided by: Stone County Sheriff		
c. Fire protection provided by: Abesville Volunteer Fire Department		
d. Is the retail facility a state or national historic landmark?	TYES	№ NO
e. Are there special historic events related to the community?	☐ YES	∠ NO
if answer to 4e is "Yes," explain:		
f. Describe the geographic and economic makeup of the community (re information on population and business activity trends.	tirees, commuters, farme	rs, etc.). Provide
Farmers and communter, no new business activity		
g. Provide the names of schools in the service area.		
h. Provide the names of religious institutions in the service area.		
Baptist Church, Pentecostal Church and Hilltop		
i. Provide the names of organizations in the service area, including nor		
j. Provide the names of businesses in the service area, including small	and home-based busines	ses.

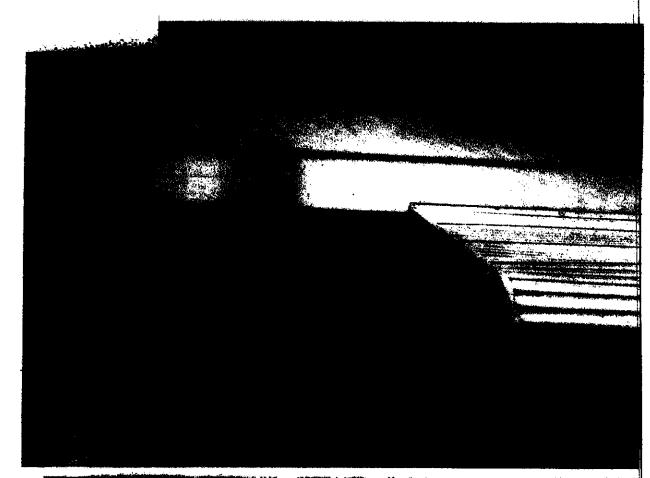
PS Form 4920, July 2011 (Page 1 of 2)

5 Retail Information		
a. Does the facility have an APC?	YES	№ NO
b. Does the facility have a DDU drop?	YES	№ NO
c. Does the facility have a FedEx drop box?	☐ YES	№ NO
d. Is the facility a Postal One! site?	☐ YES	№ NO
If the facility is a non-Postal One! site, attach a copy of PS Form 25, Trust Fund Account, Imprint Mailings, for current permit mailers.	and PS Form 3609,	Record or Permit
6. Delivery Information	and the same state of the same	
a. Number of customers who receive duplicate delivery service: 0		
b. Approximate time of day the carriers begin delivery to the community: 10:00 a.m.		
c. Describe how the mail is received and dispatched.		
HCR from Highlandville brings mail and picks up the dispatch		<u></u>
d. List potential CBU/parcel locker sites and their distance from the facility.		
7. Administrative Office Information		
a. Facility Name: Highlandville Post Office	b. State and ZiP + MO 65669-9998	4 Code®:
c. Number of miles from the facility under study: 5,8		
8. Nearest Oil ag teformata o		
a. Facility Name: Highlandville Post Office	b. State and ZIP + MO 65669-9998	4 Code®:
c. Number of miles from the feolity under exity: 5.6		·····
9. Other Information		
a. Do Postal Service employees offer assistance to senior citizens?	YES	Пио
b. Do Postal Service employees offer assistance to handicapped citizens?	YES	□ NO
c. If the answer to 9a or 9b is "Yes," what provisions can be made for these service	s if the facility is di	scontinued?
Assists with filling out money orders and checks, putting on stamps and helping explain the carry out packages. The rural carrier can assist with these tasks when they occur.	ne forms and other w	ritten materials, and
d. List the non-postal services provided by the facility. Include items such as public community meeting location, voting place, and government form distribution center.	ır.	nool bus stop,
Public bulletin board, outside collection box, place for community meetings and a voting p	xlace.	
e. If mail theft or vandalism has been reported to the Postmaster/OIC, describe the	situation reported.	
no	SASSAY - SAIR HISTORY AND	
In Photos of Cody		
Provide digital photos of the facility, include photos of front, bads, full property view, and	edditional structures	on the property.
PREPARED IN		100
Printed Name: Joanne Dean	Title: PO Discontinuance	Coordinator
Signature:		
Jeanne I Wan	Date: 09/02/2011	

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Docket: 1377998-65728

Item Nbr: 6 Page Nbr: 4









USPS Handbook PO-101 NEPA Checklist

Per USPS Handbook PO-101, all Post Office. Classified Station, or Classified Branch closings must include an 'Official Record' compiled and managed by the USPS Discontinuance Coordinator (DC). This Checklist and any subsequent, related documentation or memorandum is to be kept as part of the Official Record.

The National Environmental Policy Act (NEPA) requires USPS to consider potential environmental impacts of certain actions, including facility closings. See 39 CFR Part 775.

See the reverse side of this form for further guidance on individual assessment items.

Project Name and Description Ponce De Leon Post Office	
Address (street, city, state, zip code) 2684 MEDICAL SPRINGS RD PON	NCE DE LEON, MO 65728-9998
Site Size (sq. ft. or acres). 500	Building Size (in sq. it) 440
Assessment Items	Yes No

To the best of your knowledge, does this closing impact any of the following items? (Check one)

1.	Coastel area	No
2.	Historic, cultural, or archaeological resources (approx. bldg. age: 0)	No
3.	Traffic	No
4.	Adverse impact to natural resources (e.g air. water. soil) - DESCRIBE:	No
5.	Is the proposed action listed as a Categorical Exclusion in 39 CFR. Part 775? Likely 'yes' as action falls under closure of Post Offices under 39 U.S.C 404(h).	No
6.	If the action is Categorically Excluded, are there any other extraordinary environmental circumstances? If yes, describe	No

JOANNE DEAN

panu I wan

08/09/2011

Date

RICK BELCHER

08/09/2011

Date

For technical questions concerning the application of a Categorical Exclusion or should it be unclear if an item below has an environmental impact, contact charlotte, parrish@usps.gov prior to finalizing the form.

APPENDIX B USPS Handbook PO-101 NEPA Checklist

Additional Assessment Item Guidance for the subject site and any adjacent surroundings:

- 1, Coastal area There is a law called the "Coastal Zone Management Act" (CZMA) which concerns property actions if they are in such a zone. Indicators of such zone likelihood would be proximity to a major water body, not necessarily ocean or bay. For example, the Gowanus Canal in Brooklyn, NY has some CZMA requirements as it eventually feeds into the Atlantic Ocean. Many of the coastal designations ultimately feed into a coastal water body. But this observation would not include water bodies such as small streams, small lakes or ponds.
- 2. Historic, cultural or archaeological resources Buildings over 50 years old can be considered for formal historic designation. There is a spot for noting building age on the form. There may be other circumstances you are aware of e.g., formal historic designation, local interest in making the site historic, certainty that the site is in an official historic district. You also need to consider any art resources under this item such as murals, frescos or other permanently affixed postal items of historic or artistic value.
- 3. Traffic This consideration has to be isolated for the closure only, not for any other location impacted by the closure (that is a separate process). So, an example might be if a closed facility also provided access to some other area and now that access will not be maintained or as easily used. General traffic considerations relate to noise and air quality impacts, but that is not typically for closures.
- 4. Adverse impact to natural resources (e.g. air, water, soil) Look for obvious concerns such as an ongoing remediation at the site. USPS still has obligations to comply even if the facility is not operational, but vacancy could impact progress and efficiency of such a clean-up. Explain very briefly, but contact charlotte parrish musps gov for further guidance before finalizing the form.

		Investment	Facilities	
	Ex	isting	Proposed	Total Cost
Construction/Rennovation		\$0	\$0	\$ 0
		Existing & Propo	sed Facilities	
	Existing	Proposed	1st YR Operating Saving	10 YR Operating Saving
Building Maintenance	\$ 0	\$0	\$ 0	\$ 0
Utilities	\$ 1,080	\$0	\$ 1,080	\$ 11,828
Transportation	\$ 0	\$0	\$0	\$0
EAS Craft & Labor	\$ 41,827	\$0	\$ 41.827	\$ 449,703
Contracts	\$0	\$0	\$0	\$ 0
Rent	\$ 2,436	\$0	\$ 2,436	\$ 27,010
		Total	\$ 45,343	7 - 1,010
			<u> </u>	
	First Full	Year Savings	\$ 45.343	
			POD 10YR NPV	\$ 384,324
		· · · · · · · · · · · · · · · · · · ·	ROI	100 %

District	MID-AMERICA	
Date [8/31/11	
	Existing	Proposed Facilities
Finance #/Sublocation #	286438-001	0
Facility Type	Post Office	0
Facility Name	PONCE DE LEON	0
Size (Gross SF)	440	0
Finance #/Sublocation #		l 0
Facility Type		0
Facility Name		0
Size (Gross SF)		0
Proposed Completion Date	1/18/12	1/18/12
Data Fiscal Year	2010	
Projected Move-In Date	1/18/12	
	Cash Flow Factors*	
Discount Rate	4.5%	
(Sustaining Low Risk)	10.00	
USPS Labor	1.6%	
Non-USPS Labor	2.6%	
Energy-related cost items	2.0%	
All Other costs	1.6%	
Supervisor Productive Workyear	1822	
Bargaining Productive Workyear	1745	
*Note: from the June 16, 2011 Decision Analysis Report/Cost of Borrowing/New Facility Start-Up Costs Update memo from the VP Finance and Planning		

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	č avinini					Cash	Cash Flow						
POD Analysis	minimi					0)	(000)						
PROJECT YEAR	0	•	2	6	4	'n	٥	1	ဆ	න	10 T	Total F	8/31/2011 Residual
. investment													
Existing Facility Renovation Proposed Facilities Construction													
Sale of Existing Facility Sensitivity													
Total Investment													***************************************
Residual Value													
Net Investment													
II. Operating Variances from Baseline													
Building Maintenance		**	7	**	÷	**	- বৰ্ণ	₩	**	* *****	÷	ć	e Palaining a company and a company and a company
Transportation	<u> </u>	<u>≓</u> .	<u>+</u> .		<u>5</u> .	(se ·		i• :	mir.	·	<u>.</u>	N.	***************************************
Contracts		42	4.52	43	44	45	45	9	1-	4	48	460	
Rent		ćų.	ಣ	ø	es	67	ന	0	¢O.	8	ල	27	
Total Operating Variance		45	4	L	48	48	49	20	ŵ	52	62	489	
III. Total Savings/Cost (I+II)		45	46	47	48	48	49	90	X 0	8	25	489	
IV. Net Cash Flow (III-IV)		4	8	4	47 60	83	64	50	5	52	6N 10	489	
VI. Net Cash Flow Discounted @		83	42	- कुळ *चे	40	80	38	6	36	8	34	384	
VII. Net Present Value	\$384												edichologichen aus von au
VIII. Return on Investment	Ν												
			······································	9968664444444444444444444	defections and an arrangement of the second	The state of the s		and the second s	MINISTER STATE OF THE STATE OF	Wildeline has concern the property of	-		AND REPORT OF THE PROPERTY OF THE PARTY OF T

The state of the s	P	OD Financial Summary		·
	Existing	Proposed Facilities		
and the second s	PONCE DE LEON	0 0 estment	da duglare (1996)	- Company of the Comp
Construction/Renovation	S -	Total	\$ - E	
	Existing	Proposed Facilities	First Operating Year Variance	10-Year Operating Variance
Building Maintenance Utilities Transportation	\$ - \$ 1,080 \$ -	\$ - \$ - \$ -	\$ - \$ 1,080 \$ -	\$ - \$ 11,828 \$ -
EAS & Craft Labor Contracts	\$ 41,827	\$ -	\$ 41,827 \$ -	\$ 449,703 \$
Rent	\$ 2,436	S - Total	\$ 2,436 \$ 45,343	\$ 27,010 \$ 488,541
		First Full Year Savings	\$ 45,343 POD 10-year NPV ROI	\$ 384,324 N/A
A, n		Concurrence:		
A. A.			8/31/2011	
District Finance Preparer's	Signature	Date		
Christopher Atchley				
Print Name				
A De	Marketine Comments		8/31/2011	
District Finance Manager's	Signature	Date		

Ver: 2-23-2011

Christopher Atchley

Print Name

Filename: MID_POD_Linked.xis

District Date <u>nvestment</u>	MID-AMERICA 8/31/11		
Construction/Renovation/Build-out Costs*	Budget Line Item	Existing	Proposed Facilities
PONCE DE LEON	3B	5	XXXXXXXXXXXXX
0	Q	xxxxxxxxxxx	s .
	0	XXXXXXXXXXX	S -
Sub-totals		\$	
Total		**************************************	

District Date		MID-AMERICA 8/31/11					
Building Maintenance		~~					
Are USPS building maintenance							
needed at the proposed facilities (Answer "No" if proposed facilities		NO Postal facilities with ac	J Jegusta huitr	lina maintanan	co etaffi		
proposed recimies	are existing i	Ostai raciilles will ac	equate puit	my mantenan	ce stall)		
		Existing Facility					
Facility Name:		PONCE DE LEON					
			Workhrs	Workhr Rate	Annual	Cost	
LDC 37 - Bldg Maint Equip Mech			The Secretarian Contraction of the Contraction of t	\$ -] \$	-	
LDC 38 - Custodian			[0	s -	J\$	*	
Existing Facility Total					s		

	,	Proposed Facilities					
Facility Name:		0					
I DC 27 Bld Main Farin Mark					٦ ـ		
LDC 37 - Bldg Maint Equip Mech LDC 38 - Custodian			0	S -	վ\$ \$	-	
				· ·	-		
	Sub-total				\$	4	
Facility Name:		0					
					_		
LDC 37 - Bldg Maint Equip Mech LDC 38 - Custodian			0	\$ -	<u> </u> \$	4	
LDC 36 - Custourari			0	-]\$	•	
	Sub-total				\$	-	
Proposed Facilities Subtotal					s		
roposta i unides ductori					J		
La							
VARIANCE					<u>\$</u>	*	
Projected Building Maintenance		A	gras .				
LDC 37 - Bldg Maint Equip Mech		Space	Factor	Workhours			
	0	0	17,0455	0			
	0	0	17.0455	0			
LDC 38 - Custodian							
	0	0	6.8182	0			
	0	0	6.8182	0			

District Date <u>Utitlities</u>	MID-AMERICA 8/31/11				
Are the proposed facilities existing Postal facilities where the relocated operations will be housed in space that is already conditioned and lighted?	YES				
Existing		Size Cost	PSF	Annual Cost	
Facility Name:	PONCE DE LEON	440 \$	2.46	\$ 1,080	(see note
Proposed Facilities					
Facility Name:	0	- S - S		\$ 0 \$ 0	
	Proposed Facilities Total			\$	
VARIANCE				\$ 1,080	
Note: Make sure answer is Yes	on Input-Rent tab when existing	g facility is USPS o	wned.		

District	MID-AMERICA		
Date	8/31/11		
<u>Transportation</u>			
			<u> </u>
	Evicting English	Annual	Cost
Carrier Vehicles/EN	Existing Facility	8	1
HCR (Highway Con		\$	
PVS (Postal Vehicle		\$	-
, , , , , , , , , , , , , , , , , , , ,		LY	
Exi	sting Facility Total	\$	_
Carrier Vehicles/EM	Proposed Facilities	le le	
HCR (Highway Con		\$	-
PVS (Postal Vehicle		\$	-
. To (Footal Follow	. Gervice,	LΨ	
Pro	posed Facilities Total	\$	
VARIANCE		\$	-

Filename: MID_POD_Linked.xls

District Date	MID-AMERICA 8/31/11 LABOR TABLE		
Labor Rate from Data Source NWRS LURS Report AP13 First Operating Year	FY	2010 2012	1822 Non-Bargaining 1745 Bargaining
LDC/FN	POSITION TITLE	LABOR RATE	HOURS
0	TOTAL F0 - OPERATIONS SUPPORT	\$0.0000	1822
1	TOTAL F1 - MAIL PROCESSING	\$0.0000	1745
20	20 SUPV DELVY SVCS	\$0,0000	1822
25	25 RURAL DELIVERY	\$0.0000	1745
	SUBTOTAL 28 - CITY CARRIER	\$0,0000	1745
	37 BUILDING SYS EQUIP	\$0.0000	1745
	38 BUILDING SERVICES	\$0,0000	1745
	SUBTOTAL 3A - VEHICLE SERVICES	\$0.0000	1745
	SUBTOTAL 3B - PLANT & EQUIPMENT MAI		1745
	TOTAL F4 - CUSTOMER SERVICES	\$0.0000	1745
	TOTAL F5 - FINANCE	\$0,0000	1822
	TOTAL F6 - HUMAN RESOURCES	\$0.0000	1822
	TOTAL F7 - CUSTOMER SERVICE & SALES		1822
8	TOTAL F8 - ADMINISTRATION	\$34,2841	1822

District	MID-AMERICA			
Date	8/31/11			
<u>Labor</u>				
	Exi	sting Facility		
PONCE D		FTE's	18/andsham Amazoni Conf	
8	Description TOTAL F8 - ADMINISTRATION	0.7	Workhrs Annual Cost	1
0	POSITION TITLE	0,7	0 \$ -	
0	POSITION TITLE		os -	
0	POSITION TITLE	-	0 S -	1
0	POSITION TITLE	-	0 \$ -	
0	POSITION TITLE	<u>- L</u>	0 \$ -	
Existing F	acility Total		\$ 41,827	
HIGHI VA	Prop. DVILLE PO	osed Facilities		
LDC/FN	Description Description	FTE's Labor	Rate Workhrs Annual Cost	
W. W. 11 1 1 2	POSITION TITLE	- \$	- 0 \$ -	1
	POSITION TITLE	- \$	+ 0 S -	
	POSITION TITLE	- \$	0 \$	
	POSITION TITLE	- \$	- 0 \$ -	
-	POSITION TITLE	- 8	- 0 \$ -	
	POSITION TITLE	- J s	- 0 5 -	J
Sub-total			\$ -	
0				
LDC/FN	Description			
	POSITION TITLE	- S	- 0 \$ -	
	POSITION TITLE	\$	- 0 \$ -	
	POSITION TITLE POSITION TITLE	- \$ - \$	- 0 \$ - - 0 \$ -	
	POSITION TITLE	- S - S	- 0 \$ -	
	POSITION TITLE	- S	- 0 5 -	
Sub-total			s -	
	وان کے انزیبات کے			
Proposed	Facilities Total		<u> </u>	
Variance			\$ 41,827	

District Date <u>Contracts</u>	MID-AMERICA 8/31/11				
				Annual	Cost
	Existing Faci	lity			
Facility Name:	PONCE DE LEON		0	\$	-
			0		_
			0	\$	-
			0	\$	-
		L	0	\$	
Existing Facility To	otal			\$	-
	Proposed Facil	lities		 	
Facility Name:	0		0		-
			0	\$ \$	-
			0	\$	-
		<u> </u>	0	15.5 40.7	
			0	\$	
		Sub-total		\$	-
Eacility Name:	0		٥	e	
Facility Name:	U		0	\$ \$	-
			0 0	\$	_
			0		
			0	\$	
		Sub-total		\$	-
Proposed Facilities	: Total			\$	-
				_	
VARIANCE				\$	-

District Date Rent	MID-AMERICA 8/31/11			
Will existing facility lease expire/terminate upon facility discontinuance?	YES			
Lease Expiration Date	1/18/12			
			A	
	E	xisting Facility	Annual	Cost
Facility Name:	PONCE DE LEON	Base Rent Lease Buyout (one-time cost) CAM (Common Area Maintenance) Taxes Restoration (one-time cost) Other Recurring Cost	\$ \$ \$ \$ \$	2,520 (84)
Existing Facility Total			\$	2,436
Facility Name:	Pro		\$ \$ \$ \$ \$ \$ \$	
		Sub-total	\$	-
			\$ \$ \$ \$ 0 \$	
100		Sub-total	\$	
Proposed Facilities Tot	al		\$	
VARIANCE			s	2,436

Prepared by:

Title:

Tele No:

Joanne Dean

(816) 374-9686

MID-AMERICA PFC Post Office Review Coordinator



A. Office Name Area: PONCE DE LEON State. MO Zip Code 65 65 Area: WESTERN District County: MID-AMERICA PFC STONE STONE Finance Number 286438 Post Office: ✓ Classified Station Classified Branch CPO	5728
Area: WESTERN District: MID-AMERICA PFC Congressional District: 7 County: STONE EAS Grade: 53 Finance Number: 286438	5728
Area: WESTERN District: MID-AMERICA PFC Congressional District: 7 County: STONE EAS Grade: 53 Finance Number: 286438	
EAS Grade 53 Finance Number 286438	
Post Office: Classified Station Classified Branch CPO	
Followed Facused Frances	
This form is a place holder for number 9. And the verification of new service type is complete	

08/31/2011

(816) 374-9120

Date:

Fax No:



08/16/2011

Postal Customer PONCE DE LEON, MO 65728

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Ponce De Leon Post Office into the Highlandville Post Office.

The office is being studied due to declining office worldoad, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text messaging. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them – online, on their smart phones, and at the stores they frequent.

If a decision is ultimately made to discontinue the Ponce De Leon Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Hightandville Post Office. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, "Petition for Change in Rural Delivery". This form is available at the Ponce De Leon Post Office. The Highlandville Post Office is 7.0 miles away and has retail hours from 830 to 1100 - 1215 to 1545 Monday through Friday and 815 to 915 on Saturday. Additionally Spokane Post Office is 5.5 miles from the Ponce De Leon Post Office with retail hours from 800 to 1230 - 1300 to 1546 Monday through Friday and 900 to 1030 on Saturday.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com website, non-city delivery carriers, stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed, postage-paid envelope provided. Your responses along with others received will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than September 05, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the Ponce de Leon Community Center on 08/30/2011 from 7:30 to 8:30 to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Ponce De Leon Post Office or mailed to:

District Discontinuance Coordinator MID-AMERICA PFC 300 W Pershing Rd suite 210 Kansae City MO, 64108-9000

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Kirn Silance, District Discontinuance Coordinator Contact at (913) 782-3765.

Sincerely,

Rick Belcher

Manager, Post Office Operations

Enclosures:

Customer Survey/Pre-addressed postage-peld envelope Summary of Postal Service Retail Facility Change Regulations



08/23/11

OIC/POSTMASTER

SUBJECT: PONCE DE LEON Post Office

Enclosed are questionnaires addressed to customers of the PONCE DE LEON Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 08/30/2011 for further review.

Kim Silance

Post Office Review Coordinator

Enclosures



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce De Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/05/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1.		you visit the Ponce De Leon Post Office oth?	for personal reasons, business-re	elated reasons,		
-	Pers	onal reasons Bus	iness-related reasons		Both	
2.	Plea	ase check the appropriate box to indicate	whether you use the Ponce De	Leon Post Offic	e for each of the	following:
	Pos	tal Services	Daily	Weekly	Monthly	Neve
	a.	Buying Stamps		,		
	b.	Mailing Letters	14.75			
	C.	Mailing Parcels		****		
	d.	Pick up Post Office box mail				
	€.	Pick up general delivery mail				
	f.	Buying money orders	N ₂₀			
	g.	Obtaining special services, including (Registered Mail, Insured Mail, Deliver Signature Confirmation	Certified Mail, y Confirmation, or	•		
	h.	Sending Express Mail				
	i.	Sending Priority Mail				
	j.	Carrier pickup				
	k.	Buying stamp-collecting material				
	I.	Entering permit or bulk mailings				
	m.	Obtaining other federal agency forms (Service, Duck Stamps, Passport Appli	(e.g., Selective cations)			
	n.	School bus stop				
	0.	Assisting senior citizens, persons with	disabilities, etc.			
	p.	Public bulletin board				
	q.	Community gathering place				
	r.	Other				

Docket: 1377998 - 65728 Item Nbr: 10 Page Nbr: 4								
3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?								
Post Office in vicinity of where you work or shop	YES	NO						
usps.com website	YES	NO						
Stamps by Mail	YES	NO						
Stamps by Phone	YES	NO						
Stamps Online	YES	NO						
Click-N-Ship	YES	NO NO						
Buy stamps or mail packages at grocery or other retail store	YES	NO						
4. Do you currently use local businesses in the community?								
Yes No								
If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce E discontinued?	e Leon Post O	ffice is						
Yes No								
6. Do you currently use businesses in nearby communities?								
Yes No								
7. Do you have a means of transportation available to get to another Post Office in the vicinity?								
Yes No								
8. How do you currently receive your mail?								
Carrier PO Box Other Additional Comments:								
Name: Address:	·							
City, State Zip:								

Docket: 1377998-65728

Item Nbr: 10 Page Nbr: 5



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

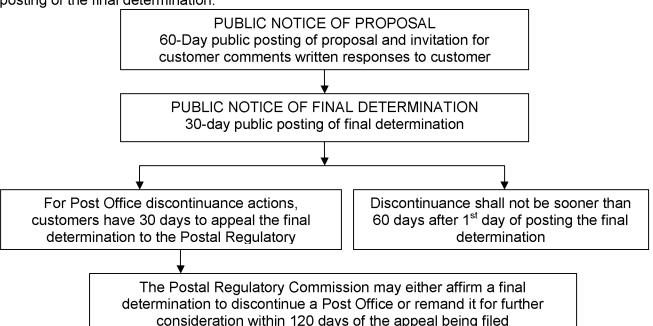


Summary of Postal Service Retail Facility Change Regulations

The Postal Service has published regulations governing the discontinuance of Postal Service-operated retail facilities. These regulations are designed to ensure that the reasons for proposing such changes in the provision of postal services are fully disclosed at a stage when customers can make helpful contributions toward a final determination. The full text of the applicable statutory requirements for Post Offices appears in Title 39, United States Code, Section 404(d), while the regulations for Postal Service-operated retail facilities appear in Title 39, Code of Federal Regulations, Part 241.3.

Under postal regulations, Postal Service Headquarters or field personnel initiate an initial feasibility study to examine the continuation of a Post Office, Classified Station, or Classified Branch. After conducting the feasibility study, if warranted, the Postal Service may decide to proceed with a proposal to discontinue the facility. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected retail facilities, along with an "Invitation for Comments," which solicits written feedback from customers. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

After consideration of customer comments, if warranted, the Postal Service may decide to proceed with a final determination to discontinue the retail facility under study. Any such final determination is posted in affected retail facilities for 30 days. For discontinuance actions associated with Post Offices, customers may appeal the final determination to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission may either affirm the Postal Service's determination to discontinue a Post Office or remand the matter to the Postal Service for further consideration. If a final determination is remanded by the Postal Regulatory Commission, the Postal Service may choose to repost the final determination or proposal with additional support, restart the discontinuance feasibility study, or suspend the discontinuance process. The Postal Regulatory Commission has up to 120 days to consider and decide an appeal. Even without an appeal, no Postal Service-operated retail facility may be closed sooner than 60 days after the first day of the posting of the final determination.



Community Meeting Roster

Postal Service Respresentive (Na FRANCES BOMAN, POSTMAST BOBBI JENKINS, POSTMASTER	ER		Date: 08/30/2011 Time7:30
Total Number of Customers Present: 24		Place: Ponce de L	eon Community Center
This document will be placed in public inspection.	an administrative record that, i	f discontinuance goes for	rward, becomes available for
Names of Customers Present:			·
Name	Mailing Address (optional)	Zip Code	Phone Number
		· · · · · · · · · · · · · · · · · · ·	
		<u> </u>	

Community Meeting Roster

BOBBI JENKINS, POSTMAST	ER		Date Tim	e_08
Total Number of Customers Pro	0/			
		Place Pon	ce de Leon Community Center	
Names of Customers Present	in an administrative record to	hat, if discontinuance go	es forward, becomes availab	le for
Name	Mailing Address (optional)	Zip Code		
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Community Meeting Roster

BOBBI JENKINS, POSTMA	5 - £ - K	-	Date	08/
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Names of Customers Proces	7000 7 11.41	i. Ir discontinuance goes fo	rward, becomes available	for
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08/16/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The office is being studied, due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. The are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items. The office is being studied due to the workload of the office is 1.42 which currently is not a level to support a postal operated facility. The revenue and/or the volume of this office has been in a steady decline over the past several years. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Ponce de Leon Community Center on 08/30/2011 from 7:30 to 8:30 to answer questions and provide information about our service.

If you have any questions, you may contact Kim Silance at (913) 782-3765.

Thank you for your assistance.

Sincerely,

RICK BELCHER

Manager, Post Office Operations

Docket: 1377998-65728

Item Nbr: 13 Page Nbr: 1



1/23/12

MEMO TO RECORD

SUBJECT: Relocation Expense

The relocation expense for the Ponce De Leon Discontinuance Study is \$1666.

Kim Silance

MID-AMERICA PFC Post Office Review Coordinator

Proposal Checklist

Section I	Responsiveness to Community Postal Needs
/	Tell what we are doing and why.
	Is reason for discontinuance justified and documented in the record?
	If suspended, what type of alternate service customers are now receiving?
	Hours of service
	
	Last four fiscal years of revenue and revenue units.
	Nearest Post Office, office level, miles away, hours of service. (If applicable)
	Administrative/emanating office — office level, miles away, hours of service.
	Questionnaires: Mailed Cut,
	Community meeting. Date Set.
	Advantages and disadvantages of proposed alternate service.
Section II	Effect on the Community
/.	Brief background of area, community government, police, fire, etc.
	Number of businesses, social organizations, schools, etc.
	Die the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
	What is the historical value of the office?
	is an address charine in ressary?
	Vell the community idency be preserved?
	TWO TO COMMITTING INCIDENCE OF
Section III	Effection Employees
	Paragraph explaining about postmaster vacancy/OiC/other career and noncareer employees of the CACA, the post-laster enumber enalloyées are reassigned this must be explained.
Section IV	Συ teen ic Sav iligs
J	Lim Year saving las focus;
	Total ten year savings \$384,324
	Cost of relocation
	10 % U T POURTE T
Section V	Citi or Gootors
400 11011	
t'	Promotal Service has dentified no other factors for consideration (if appropriate).
Section VI	Contract the second sec
Section VI	State ony
	the process of the clinclone a brief summary that explains why the closing or consolidation is
	1 Source of the decision of the second of th
✓	riegistice factors. In taking competing considerations into account, the need to provide a maximum
	the little file and regular service must be paramount.
Section VII	Not tes
	Access priate notes, as making that this is a proposal and not a final determination, if a final
J	nation in the description in the appeal process will be provided
	/ protection and
3	\wedge
Checklist Completed By:	10 2 2 21
Investigation 2 in the second	0 - 30 - 2011
Investigative Coordinator	Date
Reviewed and Certified By:	
11/2	f. 12. 41
District () Review Coordinate	1 Data
/ Contraction obstraction	. Date



08/31/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close the PONCE DE LEON Post Office Docket No. 1377998

This is to advise you that on 08/31/2011, I will post for public comment a proposal to close the PONCE DE LEON Post Office in STONE, Congressional District No. 7.

If you have any questions, please call KIM SILANCE District Review Coordinator at (913) 782-3765.

GAIL HENDRIX District Manager

MID-AMERICA PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Have M. Herdrix

Enclosures: PS Form 4920 Proposal



08/31/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of

PONCE DE LEON Proposal Docket No. 1377998 - 65728

Please post the enclosed proposal to close the PONCE DE LEON Post Office in the lobby. The proposal must be posted in a prominent place from 08/31/2011 through close of business on 11/01/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (913) 782-3765.

KIM SILANCE

Post Office Review Coordinator MID-AMERICA PFC District

Enclosures: PS Form 4920

Proposal

Invitation for Comments Comment Forms Official Record Docket: 1377998 - 65728 Item Nbr: 16 Page Nbr: 1

Date of Posting: 08/31/2011

Date of Removal: 11/01/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

To the customers of the Ponce De Leon Post Office:

The Postal Service is considering the closure of the Ponce De Leon Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KIM SILANCE 300 W PERSHING RD SUITE 210 KANSAS CITY, MO 64108-9000

For more information, you may call KIM SILANCE at (913) 782-3765 or write to the above address.

Thank you for your assistance.

6407

RICK BELCHER

300 W PERSHING RD SUITE 210 KANSAS CITY, MO 64108-9000

Docket: 1377998 - 65728 Item Nbr: 17 Page Nbr: 1

Date of Posting: 08/31/2011

Date of Removal: 11/01/2011

PROPOSAL TO CLOSE
THE PONCE DE LEON, MO POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

Docket: 1377998 - 65728 Item Nbr. 17 Page Nbr 2

DOCKET NUMBER 1377998 - 65728

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known, the building does have handicapped parking and the doors were widened, but the window counter is not 48 inches or below. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13.312, FY 08 \$ 12.288, FY 09 \$ 13.645 and FY 10 \$ 11.981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center from 7:30 to 8:30 to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday. There are post office boxes available for rent.

Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
- Customers opting for carrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- 1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff, Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communer, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government

This proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks for a customer who has Parkinson's putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur...

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuence study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

Docket: 1377998 - 65728 Item Nbr: 17 Page Nbr: 3

III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. There is currently a Postmaster assigned to this unit. The Postmaster may be moved to another facility if possible. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be separated from the Postal Service.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0 \$ 11.828
Utilities	\$ 11,020
Transportation	\$ 449.703
EAS Craft & Labor	\$0
Contracts	\$ 27,010
Rent	\$0
Relocation One-Time Cost	***
Total Ten Year Savings	\$ 384,324

V. OTHER FACTORS

VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The Postmaster assigned to this unit may be moved to another facility if possible. The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated

\$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Poetal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

RICK BELCHER Date

Manager, Post Office Operations

Docket: 1377998 - 65728 Item Nbr: 18 Page Nbr:

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PONCE DE LEON Post Office.

1.	Effect on Your Postal Services. Describe as believe the proposal would have on the regul	ny favorable or unfavorable effects you larity or effectiveness of your postal services.
2.	Effect on Your Community. Please describe you believe the proposal would have on your	e any favorable or unfavorable effects that community.
3.	Other Comments. Please provide any other Postal Service should consider in deciding w	views or information that you believe the whether to adopt the proposal.
Name	of Postal Customer	Signature of Postal Customer
Mailin	g Address	
City, S	State, and ZIP Code	Date



10/26/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 11/01/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely.

KIM SILANCE

Post Office Review Coordinator 300 W PERSHING RD SUITE 210 KANSAS CITY, MO 64108-9000



SHARON SIGNORETTI 2610 MEDICAL SPRINGS RD GALENA MO 65656

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stampe by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Starrips by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is malled to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feet free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City, MO, 64108-9000

Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 2

o. Assisting senior citizens, persons with disabilities, etc.

p. Public bulletin board

q. Community gathering place

Postal Service Customer Questionnaire Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided. The study consists of a publicly available record, so please be advised that any information that you furnish will be visible 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? to others. Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following: -----Weekly Monthly Never **Postal Services** X a. Buying Stamps X b. Mailing Letters M c. Mailing Parcels d. Pick up Post Office box mail e. Pick up general delivery mail П f. Buying money orders \mathbf{Z} g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation h. Sending Express Mail i. Sending Priority Mail П j. Carrier pickup X k. Buying stamp-collecting material \Box I. Entering permit or bulk mailings \Box m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) n. School bus stop

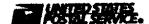
Item]	et: 137 Nbr: 20 Nbr: <i>3</i>					
	r. Othe		Service?			
	3. Do	you ever use any of the following alternative methods to conduct business with the Postal	Q0 , 0.00	YES	□ NO	
	P	Post Office in vicinity of where you work or shop		•		
		usps.com website		☐ YES	≥ NO	
				☐ YES	ÀNO	
	5	Stamps by Mail		☐ YES	ӯ҈мо	
	, 5	Stamps by Phone		☐ YES	MANO	
		Stamps Online				
	(Click-N-Ship		☐ YES	¥ио	
		Buy stamps or mail packages at grocery or other retail store		□ ∤ES	□ NO	
	4	4. Do you currently use local businesses in the community?				
		res □ no				
: !		5. If you answered "yes" in Question 4, would you continue to use these business discontinued?	ses if the F	Ponce de l	_eon Post (Office i
 		AYES INO				
į	(6. Do you currently use businesses in nearby communities?				
!		YES DNO	he vicinity?			
:		 Do you have a means of transportation available to get to another Post Office in the 	ie aicuità:			
4		HVES TINO				

☐ Carrier ☐ PO Box ☐ Other Additional Comments:

8.

How do you currently receive your mail?

Name: Sharon Signoretti Address: 2610 Medical Springs Rd Galua U51854



DON TAYLOR **POR 45** PONCÉ DE LEON MO 65728

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- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Docket: 1377998 - 65728 Item Nbr: 20 Page Nbr: 3

RICK BELCHER Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000

Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 6



g. Community gathering place

Postal Service Customer Questionnaire

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09/09/2011 in the postage-paid envelope provided. The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the 2. following:_ Daily Weekly Monthly Never **Postal Services** X a. Buying Stamps Ø b. Mailing Letters X \Box c. Mailing Parcels П 冈 d. Pick up Post Office box mail X e. Pick up general delivery mail X П f. Buying money orders g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation П X h. Sending Express Mail i. Sending Priority Mail X -j:-Carrier pickup 図 k. Buying stamp-collecting material Ø \Box П 1. Entering permit or bulk mailings X m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) KQ. П П n. School bus stop X o. Assisting senior citizens, persons with disabilities, etc. X p. Public bulletin board 冈 \Box

Docket: 13779 Item Nbr: 20 Page Nbr: 7	998-65728										
r. Other											
3. Do you	ever use any of th	e following a	alternative met	thods to con	nduct busin	ess with th	e Postal	Service?			
Post	Office in vicinity of	where you v	work or shop						Æ YE\$)
usps.	.com website								□ YES	¥NO)
Stam	ıps by Mail								☐ YES	j ⊠.N(כ
Stam	ips by Phone								☐ YES	⊠'N¢)
Stam	ps Online								☐ YES	⊠ ′N0)
Click	-N-Ship								☐ YES	DX/NO)
Buy	stamps or mail p	ackages at	t grocery or o	ther retail s	store				☐ YE\$	MNG)
4.	Do you currently	use local b	ousinesses in th	he communi	ity?						
	X YES	□ NO									
5.	If you answered discontinued?	1 "yes" in Q	luestion 4, wo	ould you cor	ntinue to u	ise these b	ousinesse	s if the i	Ponce de L	eon Post	Office is
	¤ YES	□ NO									
6 .	Do you currently	use busine	esses in nearby	y communiti	ies?						
	⊠ YES	□ NO									
7.	Do you have a r	neans of tra	insportation av	vailable to ge	et to anoth	er Post Offi	ice in the	vicinity?			
	TT/VES	EI NO									

Many of the question I answerd monthly"

I use less often but more often then "Never".

Name: Dan Taylor

Address: 16 box 45 Porcede Leon

How do you currently receive your mail?

☐ Carrier 🕱 PO Box 🗆 Other

8.



JACKIE MCREYNOLDS

POB 51 PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

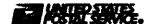
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
more information.

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Sincerely,

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000



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Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000 Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 10



Postal Service Customer Questionnaire

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Docket: 1377998-65728 Item Nbr: 20 Page Nbr: 11 r. Other 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service? ☐ YES Post Office in vicinity of where you work or shop A NO ☐ YES usps.com website Stamps by Mail □YES 🖊 NO Stamps by Phone

Do you currently use local businesses in the community? 4

Buy stamps or mail packages at grocery or other retail store

☐ YES **W** NO

If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is 5. discontinued?

> MNO ☐ YES

Do you currently use businesses in nearby communities? 6.

> YES **M**NO

Do you have a means of transportation available to get to another Post Office in the vicinity? 7.

> **YES** YES

How do you currently receive your mail? 8.

☐ Carrier ► PO Box ☐ Other

Additional Comments:

Stamps Online

Click-N-Ship

Name: JACK . e McReynolds Address: Po Box 5/ Ponce De Lean

ARNO

M NO

A NO

☐ YES

☐ YES

☐ YES



TINA COOPER 254 PONCE RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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Sincerely,

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000



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RICK BELCHER Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000 Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 14

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Personal reasons	Business-related reasons		- -		ila a
Please check the appropriate bo following:	x to indicate whether you use the Ponce de				
Postal Services		Daily	Weekiy	Monthly	[7
a. Buying Stamps					
b. Mailing Letters		<u></u>			
c. Mailing Parcels					
d. Pick up Post Office box mail					
e. Pick up general delivery mail			<u></u>	_	
f. Buying money orders					₩
g. Obtaining special services, including Certification Delivery Confirmation, or Signature Confirmation	ied Mail, Registered Mail, Insured Mail, tion			Z	
h. Sending Express Mail					
i. Sending Priority Mail					□
j. Carrier pickup					
k. Buying stamp-collecting material		ك		W J	لنا
Entering permit or bulk mailings m. Obtaining other federal agency forms (e.g.)	1., Selective Service, Duck Stamps,				
Passport Applications)) <u> </u>		Ø
n. School bus stop					
o. Assisting senior citizens, persons with dis	abilities, etc.		, <u> </u>		
p. Public bulletin board			,] [. <u> </u>	\mathbb{Z}
q. Community gathering place		<u>L</u> .		. 	

Page	Nbr: 15				,	
	r. Other					
	3. Do you	ever use any of the following alternative methods to conduct business with the Postal Se	ervice?			
	Post	Office in vicinity of where you work or shop		☐ YES	™ NO	
	usps.	.com website		☐ YES	□ NO	
	Stam	ps by Mail		☐ YES	DZ NO	
	Stamps by Phone			□ YES	D-NO	
	Stam	ps Online		☐ YES	Œ NO	-
	Click	:-N-Ship		☐ YES	Ø NO	
	Buy	stamps or mail packages at grocery or other retail store		☐ YE\$	J⊒ NO	
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		☐ YES 12 NO				
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		□ YES □ NO				
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		Z YES D NO				
	8.	How do you currently receive your mail?				
		☑ Carrier ☐ PO Box ☐ Other				
	Addi	itional Comments:				

Zuna Cooper

Address: 254 PonceRd

Ponce De Leon. Mo

Docket: 1377998-65728

Item Nbr: 20



MICHELLE SMITH

POB 7 PONCE DE LEON MO 65728

Dear Postal Service Customer:

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Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City, MO, 64108-9000 Docket: 1377998 - 65728 Item Nbr: 20 Page Nbr: 7 4 Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 19



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible

The study consists of a publicly avail to others. 1. Do you visit the Ponce de Le	eon Post Office for personal reasons, business-r	elated reas	sons, or b	oth?	
Personal reasons	Business-related reasons			Both	
Please check the appropriately following:	ate box to indicate whether you use the Ponce d	e Leon Pos	st Office f	or each of	the
	and the second s	Daily	Weekly	Monthly	Never
Postal Services			Y		
a. Buying Stamps		V		П	
b. Mailing Letters				. —	_
c. Mailing Parcels				لـا	
d. Pick up Post Office box mail		V			
e. Pick up general delivery mail				[7]	F
f. Buying money orders					
a. Obtaining special services, including	Certified Mail, Registered Mail, Insured Mail,		LJ	L	
Delivery Confirmation, or Signature Con	nfirmation	[-]	<u> </u>	· ·	
h. Sending Express Mail		L_I	اسا		
i. Sending Priority Mail			4		لــا
			. 🗆	· I	
j. Carrier pickup	·	. 🗆			
k. Buying stamp-collecting material					
Entering permit or bulk mailings	•				F
4.4	Colontino Contro Duck Stamps				
m. Obtaining other federal agency form Passport Applications)	ms (e.g., Selective Service, Duck Stamps,				
•					1
n. School bus stop	yı, irth at iliting of o				Y
o. Assisting senior citizens, persons w	orn disabilities, etc.	P	, \Box		
p. Public bulletin board	•	,		<u> </u>	
q. Community gathering place	·	, 🗷	أسسأ	لِسا ،	, L

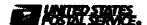
Docket: 1377998-65728 Item Nbr: 20 Page Nbr: 20

r. C	other	send pres.	OVERSEAS TO MILITARY				P	
3.	Do yo	u ever use any of th	e following alternative methods to condu	ct business with the	Postal Service?			
	Posi	t Office in vicinity of	where you work or shop			☐ YES	™ NO	
	usps	s.com website				☐ YES	™ NO	
	Star	nps by Mail				☐ YES	M NO	
	Star	mps by Phone				☐ YES	™ NO	
	Star	mps Online				☐ YES	™ NO	
	Clic	k-N-Ship				' YES	M NO	
	Buy	stamps or mail pa	ackages at grocery or other retail sto	ore		☐ YES	™ NO	
	4.	Do you currently	use local businesses in the community	?				
		T YES	□ NO					
	5 .	If you answered discontinued?	1 "yes" in Question 4, would you contin	nue to use these bu	sinesses if the P	once de Le	on Post O	ffice is
		☐ YES	E NO					
Y	6.	Do you currently	use businesses in nearby communities	?				
		□ YES	□NO					
	7.	Do you have a r	neans of transportation available to get t	o another Post Office	e in the vicinity?			
		⊠ YES	□NO					
	8.	How do you cur	rently receive your mail?					
	Ado	litianal Commonts	PO Box Other Chusiness					
		THIS POST JUST ONE P COMMUNI	OFFICE IS THE MOST EFF FULL-TIME EMPLOYEE and ITY TOCETHER.	SHE Address: P.O.	77777611014.	• • •	H, LLC E LEDA	•
				Home	DON and M	ICHELE		H

ADDRESS: 7596 STATE HWY.V

GALENA MO. 65756

* 6 DAYS | WK., 4 HRS. PER DAY



BARBARA GALE

POS 6 PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from
the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are
available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailtox, completing an application, and paying the carrier (in cash) the price of the money order, plus the see. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailtox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now
displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety
of other information. The administrative Post Office may have a public bulletin board which may be used to post the same
information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Manager, Post Office Operations

Docket: 1377998 - 65728 Item Nbr: 20 Page Nbr: 23

300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000 Docket: 1377998-65728

Item Nbr: 20 Page Nbr: 23



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

illable record, so please be advised that any information that you furnish will be visible

	Post Office for personal reasons, business-		sons, or b	oth?	
Do you visit the Ponce de Leon Personal reasons	Business-related reasons			Both	
2. Please check the appropriate following:	box to indicate whether you use the Ponce	de Leon Po	st Office f	or each of	the
Postal Services		Daily	Weekly	Monthly	Never
a. Buying Stamps			X		
b. Mailing Letters			X		
c. Mailing Parcels				X	
d. Pick up Post Office box mail		X			
e. Pick up general delivery mail		×			
f. Buying money orders					
g. Obtaining special services, including Cer	rtified Mail. Registered Mail, Insured Mail,		×		
Delivery Confirmation, or Signature Confirm	mation	,	INC.		<u></u>
h. Sending Express Mail			>		
i. Sending Priority Mail					
j. Carrier pickup	⊬ ••• • • • • • • • • • • • • • • • • •		X		
k. Buying stamp-collecting material			Z		
I. Entering permit or bulk mailings					Z
m. Obtaining other federal agency forms (e.a., Selective Service, Duck Stamps,				
Passport Applications)		-	רייז	الـــا	X
n. School bus stop				L_J	
o. Assisting senior citizens, persons with d	disabilities, etc.				×
p. Public bulletin board		X			[] - 2 71
q. Community gathering place					Ø

Page Nbr: 24 \Box П r. Other 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service? **X**NO ☐ YES Post Office in vicinity of where you work or shop **⊠**NO □ YES usps.com website **™** NO ☐ YES Stamps by Mail **M** NO ☐ YES Stamps by Phone ☐ YES Z NO Stamps Online □ YES KI NO Click-N-Ship **X**NO ☐ YES Buy stamps or mail packages at grocery or other retail store Do you currently use local businesses in the community? 4. ☐ YES If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is 5. discontinued? N/A ☐ YES Do you currently use businesses in nearby communities? 6. NA □ NO Do you have a means of transportation available to get to another Post Office in the vicinity? 7. **X**YES How do you currently receive your mail? 8. ☐ Carrier 💢 PO Box ☐ Other Additional Comments: This has been over address for many years and I do not want to change it. Also there are not any empty post bopes in Hisphanboille.

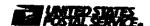
Name: Darbara Lole Address: PO Box b

Ponce De Leon, MO

Docket: 1377998-65728

Item Nbr: 20

65728



MARZEE GROBE

2954 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is

In response to your letter:

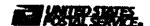
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- . You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same

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Sincerety,

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City, MO, 64108-9000



MARZEE ROBE

2954 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are
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PURCHASING STAMPS BY MAIL

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Sincerely,

RICK BELCHER



MARZEE GROBE 2954 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

 You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

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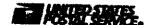
Postal Service Customer Questionnaire

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09/09/2011 in the postage-paid envelop	pe provided.	·			
	ble record, so please be advised that any inform n Post Office for personal reasons, business-re				visible
Personal reasons	☐ Business-related reasons		Ĭ X	Both	
Please check the appropriate following:	box to indicate whether you use the Ponce de		st Office f	or each of	the
Postal Services	· · · · · · · · · · · · · · · · · · ·	Daily	Weekly	Monthly	Never
a. Buying Stamps			□.		
b. Mailing Letters					
c. Mailing Parcels			Ø		
d. Pick up Post Office box mail					Ø
e. Pick up general delivery mail			Ø		
					Image: Control of the
f. Buying money orders	and the state of t			Ø	
 g. Obtaining special services, including Ce Delivery Confirmation, or Signature Confir 	ertified Mail, Registered Mail, Insured Mail, mation		_		
h. Sending Express Mail					\Box
i. Sending Priority Mail			I.		
					$ \overline{\mathcal{A}} $
j. Carrier pickup					
k. Buying stamp-collecting material		_			r:::X
I. Entering permit or bulk mailings					
m. Obtaining other federal agency forms ((e.g., Selective Service, Duck Stamps,				
Passport Applications)		П	П		
n. School bus stop					<u>-</u>
o. Assisting senior citizens, persons with o	disabilities, etc.	<u></u>	<u> </u>		
p. Public bulletin board		L.J			
q. Community gathering place		Ļ	Ø	لــا	

•									
r. Other			র্						
3. Do yo	ou ever use any of the following alternative methods to conduct business with the Postal Ser	vice?							
Pos	Post Office in vicinity of where you work or shop								
usp	usps.com website								
Star	mps by Mail		D/ES	□ NO					
Star	mps by Phone		☐ YES	ы NO					
Star	mps Online		☐ YES	2 NO					
Clic	k-N-Ship		☐ YES	□ NO					
Buy	stamps or mail packages at grocery or other retail store		☐ YE\$	B NO					
4.	Do you currently use local businesses in the community?								
	DYES DNO What business.								
5 .	5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?								
	□ YES □ NO								
6.	Do you currently use businesses in nearby communities?								
	DYYES II NO								
7.	Do you have a means of transportation available to get to another Post Office in the vicin	nity?							
	r YES □ NO								
8.	How do you currently receive your mail?								
	☑ Carrier ☐ PO Box ☐ Other								
Addi	itional Comments: The post office is the only but	rre	la C						
	left intown.								
Nam	ne: Marzee Grobe Address: 2954 Got	¥ (seek	Rd					
	ne: Marzee Grobe Address: 2954 Gof	el	con M	W T	-				
			728						

Item Nbr: 20 Page Nbr: 29



VIOLET DICKENSON 1564 MEDICAL SPRINGS RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
 challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 more information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Item Nbr: 20 Page Nbr: 31



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 109/09/2011 in the postage-paid envelope provided.

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The study consists of a publicly available record, so p to others.	·		-		visible
Do you visit the Ponce de Leon Post Office for	or personal reasons, business-re	elated rea	sons, or b	oth?	
Personal reasons	siness-related reasons			Both	
2. Please check the appropriate box to indicate following:	e whether you use the Ponce de	Leon Po	st Office f	or each of	the
Postal Services	· · · · · · · · · · · · · · · · · · ·	Daily	Weekly	Monthly	Never
a. Buying Stamps					
b. Mailing Letters					
c. Mailing Parcels					
d. Pick up Post Office box mail					
e. Pick up general delivery mail					
f. Buying money orders					
g. Obtaining special services, including Certified Mail, Regis Delivery Confirmation, or Signature Confirmation	stered Mail, Insured Mail,				
h. Sending Express Mail					
i. Sending Priority Mail					4
j. Carrier pickup					4
k. Buying stamp-collecting material					
I. Entering permit or bulk mailings					
m. Obtaining other federal agency forms (e.g., Selective Ser Passport Applications)	rvice, Duck Stamps,				
n. School bus stop					
o. Assisting senior citizens, persons with disabilities, etc.					
p. Public bulletin board					
g. Community gathering place				E)	П

Page Nbr: 32					
r. Other					
3. Do you	u ever use any of the following alternative methods to conduct business with the Postal S	Service?		/	
Post	Office in vicinity of where you work or shop		☐ YES	DNO	
usps	s.com website		☐ YES	I NO	
Stan	nps by Mail		☐ YES	12 NO	
Stan	nps by Phone		☐ YES	E NO	
Stan	nps Online		☐ YES	IZ NO	
Clic	k-N-Ship		☐ YE\$	E NO	
Buy	stamps or mail packages at grocery or other retail store		☐ YES	Z NO	
4.	Do you currently use local businesses in the community?				
	DYES DNO There are no local busin	ness	C5		
5.	If you answered "yes" in Question 4, would you continue to use these businesses discontinued?	s if the F	⊃once de Le	on Post C	Office is
	□ YES □ NO				
6.	Do you currently use businesses in nearby communities?				
	U YES INO				
7.	Do you have a means of transportation available to get to another Post Office in the	vicinity?			
	ZYES DO				
8.	How do you currently receive your mail?				
	☑ Carrier □ PO Box □ Other	_			\
Add +	itional Comments: They help me pay my bills	s Ct	unte (check	(ي
<u>Nar</u>	ne: Violet Dickenson Address: 1564) Graker	Medi na	ical Si Mo	onings 657	_Rd. 28

Item Nbr: 20



TOM & HELEN LITTLE 2533 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- . You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

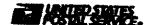
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Sincerely,

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000



TOM & HELEN LITTLE 2533 GODD CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is

in response to your letter:

 You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Stance at (913) 782-3765.

Sincerely,

RICK BELCHER



TOM & HELEN LITTLE

2533 GOFF CREEK RD PONCE DE LEON MO 65728

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In response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kirn Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Item Nbr: 20 Page Nbr:36

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

study for the Ponce de Leon Post Of 09/09/2011 in the postage-paid enve	alope provided.	is survey an			
The study consists of a publicly avai	ilable record, so please be advised that any info	ormation tha	it you furn	ish will be	visible
Do you visit the Ponce de Le	eon Post Office for personal reasons, business	-related rea			
Personal reasons	Business-related reasons		1	Both	
Please check the appropriately following:	ate box to indicate whether you use the Ponce	de Leon Po	st Office f	or each of	the
Postal Services	and the second s	Daily	Weekly	Monthly	Never
a. Buying Stamps					
b. Mailing Letters		Z			
c. Mailing Parcels					\Box
d. Pick up Post Office box mail					
e. Pick up general delivery mail		_	П		
f. Buying money orders					
 Obtaining special services, including Delivery Confirmation, or Signature Con 	Certified Mail, Registered Mail, Insured Mail,	لــا			
h. Sending Express Mail					
-			П	П	
i. Sending Priority Mail					
j. Carrier pickup			•••••		
k. Buying stamp-collecting material	•				
I. Entering permit or bulk mailings					
• .	s (e.g., Selective Service, Duck Stamps,				
Passport Applications)	s (e.g., constant contrast, saw custoper,				_
n. School bus stop					
o. Assisting senior citizens, persons with	h disabilities, etc.				
p. Public bulletin board					V
a. Community gathering place					

I do not want to have to change my address!

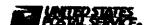
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3. Do y	•		otan	
	ou ever use any of the following alternative methods to conduct business with the Postal	Service?	?	
Po	st Office in vicinity of where you work or shop		☐ YES	■ NC
us	ps.com website		☐ YES	⊡ NC
Sta	amps by Mail		☐ YES	₽ NC
Sta	amps by Phone		☐ YE\$	Ø NO
Sta	amps Online		☐ YES	D NO
Clic	ck-N-Ship		☐ YES	DNC
Bu	y stamps or mail packages at grocery or other retail store		☐ YES	™ NC
4.	Do you currently use local businesses in the community?			
	DYES DNO There none			
5 .	If you answered "yes" in Question 4, would you continue to use these businesses discontinued?	if the	Ponce de Le	on Post
	□ YES □ NO			
6.	Do you currently use businesses in nearby communities?			
	ØYES □ NO			
	Do you have a means of transportation available to get to another Post Office in the v	ricinity?		
7.	d yes □ no			
7.				
7. 8.	How do you currently receive your mail?			
	How do you currently receive your mail? ☐ Carrier ☐ PO Box ☐ Other			

Name: John + Weller dittle Address: 2533 Gott Creek Rd
Pouce De Lean, mo
lesters, bills, etc. off on my way to school daily.

The lobby is always open so I do not have to leave
bills in my mail box for someone to steal my checks.

Highland wille is 6-miles from our house and I teach at Abesville the opposite direction. It would a his incompliance to me for the Dance office to these



JOYCE DICKSON PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

 You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them,

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mati, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the maltbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public builtetin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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Item Nbr: 20 Page Nbr:40



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than

study for the Ponce de Leon Post Onice. Treason and 19/09/2011 in the postage-paid envelope provided.				مطالقت	ulcible
The study consists of a publicly available record, so ple	ase be advised that any informa	ition that	you turnisi	ra J Mili pe	Algibic
to others. 1. Do you visit the Ponce de Leon Post Office for	personal reasons, business-rela	ited reas	ons, or bot	Both	
Personal reasons	ness-related reasons				
Please check the appropriate box to indicate to following:	whether you use the Ponce de L	_t			tne Never
Postal Services		Daily	Weekly N	nonuny	
a. Buying Stamps			12		
b. Mailing Letters				4	
c. Mailing Parcels					
d. Pick up Post Office box mail					
e. Pick up general delivery mail					
f. Buying money orders	and a second			Ď	
g. Obtaining special services, including Certified Mail, Regis Delivery Confirmation, or Signature Confirmation	stered Mail, Insured Mail,		П	П	
h. Sending Express Mail				_ 	
i. Sending Priority Mail			<u> </u>	, _ _	
j. Carrier pickup					
k. Buying stamp-collecting material			_		
Entering permit or bulk mailings					
m. Obtaining other federal agency forms (e.g., Selective Se	ervice, Duck Stamps,		لـا		11
Passport Applications)					
n. School bus stop					1
 Assisting senior citizens, persons with disabilities, etc. 					
p. Public bulletin board				0	
q. Community gathering place					

Docket: 1377998-65728 Item Nbr: 20 Page Nbr: 41 r. Other 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service? □ YES Post Office in vicinity of where you work or shop **₽**NO □ YES usps.com website D NO ☐ YES Stamps by Mail M NO ☐ YES Stamps by Phone **E**NO ☐ YES Stamps Online E NO ☐ YES Click-N-Ship **₽**NO ☐ YES Buy stamps or mail packages at grocery or other retail store Do you currently use local businesses in the community? 4. ₽ NO ☐ YES If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is 5. discontinued? Z NO ☐ YES Do you currently use businesses in nearby communities? 6. E NO ☐ YES

Do you have a means of transportation available to get to another Post Office in the vicinity? 7. YES □ NO How do you currently receive your mail? 8. ☐ Carrier PO Box ☐ Other **Additional Comments:**

Name: Jape M. Dickson) Address: POBox 53 Ponce De Lies



DONALD & ARLENE BAKER 3174 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter

You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from
the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are
available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

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SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER Manager, Post Office Operations 300 W Pershing Rd suite 210

Kansas City , MO, 64108-9000



DONALD & ARLENE BAKER 3174 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the
administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative
Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Item Nbr: 20 Page Nbr: 44



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

	lable record, so please be advised that any info				visible	
to others. 1. Do you visit the Ponce de Le	eon Post Office for personal reasons, business-	related reas	sons, or b	oth?		
Personal reasons		<u></u>	Both			
Please check the appropriately following:	ate box to indicate whether you use the Ponce of				. <u></u> :	
Postal Services		Daily	Weekly	Monthly	Never	
a. Buying Stamps				×		
b. Mailing Letters			\bowtie			3
c. Mailing Parcels						?
-				X		
d. Pick up Post Office box mail				X		
e. Pick up general delivery mail			П		X	
f. Buying money orders					_	
g. Obtaining special services, including Delivery Confirmation, or Signature Cor	Certified Mail, Registered Mail, Insured Mail, infirmation			Ż		
h. Sending Express Mail					\square	
i. Sending Priority Mail					K	
j. Carrier pickup					Z.	
k. Buying stamp-collecting material					\bowtie	
					X	
Entering permit or bulk mailings				×		
m. Obtaining other federal agency form Passport Applications)	ns (e.g., Selective Service, Duck Stamps,				□ 1027	
n. School bus stop				لـا	X	
o. Assisting senior citizens, persons wi	ith disabilities, etc.				×	
p. Public bulletin board					X	
a. Community gathering place					X	
a. Constituinty yattieting place						

r. Other			
3. Do y	ou ever use any of the following alternative methods to conduct business with the Postal Service?		
Po	st Office in vicinity of where you work or shop	□ YES	J Y NC
us	os.com website	□ YES)(NC
Sta	mps by Mail	☐ YE\$	NO
Sta	mps by Phone	☐ YES	DE NO
Sta	mps Online	□ YES) pg NC
Cli	ck-N-Ship	□ YES	Æ (NC
Bu	y stamps or mail packages at grocery or other retail store	☐ YES	₩ NC
4.	Do you currently use local businesses in the community?		·
	XYES NO		
5.	If you answered "yes" in Question 4, would you continue to use these businesses if the P discontinued?	once de Le	on Post
	X YES D NO		
6.	Do you currently use businesses in nearby communities?		:
	XYES INO		
	Do you have a means of transportation available to get to another Post Office in the vicinity?		
7.	Do you have a mean or manage, and of the mount of the violity.		
7.	YES INO		
7 . 8 .			
	XYES INO		
8.	YES INO How do you currently receive your mail?		
8.	YES INO How do you currently receive your mail? Carrier IPO Box ID Other		
8. Add	How do you currently receive your mail? Carrier □ PÓ Box □ Other ditional Comments:		
8. Add	YES INO How do you currently receive your mail? Carrier IPO Box ID Other	or. M	Rd



DIXIE MITCHELL

2534 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mall acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

Item Nbr: 20 Page Nbr: 47



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than \(\delta 9/09/2011 \) in the postage-paid envelope provided.

09/09/2011 in the postage-paid envelope provided. The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? Both Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the 2. والمراكبين والمستعمل والمستعم والمستعمل والمستعمل والمستعم والمستعمل والمستعمل والمستعمل والمستعمل والمستعمل والمستع following: Weekly Monthly Never Daily **Postal Services** V \Box a. Buying Stamps V b. Mailing Letters 7 c. Mailing Parcels d. Pick up Post Office box mail e. Pick up general delivery mail f. Buying money orders V g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation V h. Sending Express Mail V \Box i. Sending Priority Mail i. Carrier pickup k. Buying stamp-collecting material \Box I. Entering permit or bulk mailings \square m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) V \Box n. School bus stop o. Assisting senior citizens, persons with disabilities, etc. p. Public bulletin board q. Community gathering place

Item Nbr: 2 Page Nbr: 4									_		- ✓
r. Otl	her										Ī
3. D	o you e	ver use any of the	following alt	ernative met	thods to cond	duct busine:	ss with the Post	al Service?			
	Post Of	ffice in vicinity of v	vhere you wo	ork or shop					TYES	□ NO	
	usps.co	om website							☐ YES	₪ NO	
	Stamps	s by Mail							☐ YES	⊠ NO	
	Stamps	s by Phone							□ YES	⊠ ′NO	
	Stamps	s Online							☐ YES	⊠ NO	
	Click-N	N-Ship							☐ YES	⊠ NO	
		amps or mail pa	ickages at g	rocery or o	other retail s	store			☐ YES	⊠ NO	
	4.	Do you currently	use local bus	sinesses in t	he communit	ty?					
	5.	☐ YES If you answered discontinued?	"yes" in Que	estion 4, wo	ould you con	itinue to us	e these busines	sses if the P	once de L	eon Post (Office is
		☐ YE\$	a NO		***	•					
	6.	Do you currently		ses in nearb	y communitie	es?					
		TYES	□NO				m i Office to A	h a caladadh (2			
	7.	Do you have a m		sportation av	vailable to ge	et to another	r Post Office in t	ne vicinity?			
		⊡ YES									
	8.	How do you curr									
		☑ Carrier	□ PO Bo	x 🛘 Oth	er				•		
	Addition	onal Comments	:								
	Name	: Min	miti	hell		Addres	ss: 2534 Ben	May .	beck Jeon,	mo 6	_ 5728



TIM & TERRY RUSSELL 2608 GOFF CREEK RD PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kirn Silance at (913) 782-3765.

Sincerety,

RICK BELCHER

Item Nbr: 20 Page Nbr: 50

	UNITED POSTAL	WE.
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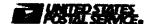
Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

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to others. 1. Do you visit the Ponce de Lec	1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both:								
Personal reasons									
Please check the appropriat following:	e box to indicate whether you use the Ponce do	e Leon Pos	st Office for	or each of	the				
Postal Services		Daily	Weekly	Monthly	Never				
a. Buying Stamps									
b. Mailing Letters				П	Q/				
c. Mailing Parcels									
d. Pick up Post Office box mail									
e. Pick up general delivery mail									
f. Buying money orders	Page 19 July 19 Age 19		П	П	M				
 g. Obtaining special services, including C Delivery Confirmation, or Signature Confi 	ertified Mail, Registered Mail, Insured Mail, irmation	لسا							
h. Sending Express Mail				П	<u> </u>				
i. Sending Priority Mail		;1							
j. Carrier pickup		اـــا 	ليا مييوس						
k. Buying stamp-collecting material									
			П						
Entering permit or bulk mailings									
m. Obtaining other federal agency forms	(e.g., Selective Service, Duck Stamps,		لـا		<u> </u>				
Passport Applications)					V				
n. School bus stop		_	П						
o. Assisting senior citizens, persons with	ı disabilities, etc.	 	<u>г</u>] [
p. Public bulletin board		<u>.</u>		لــا					
q. Community gathering place					V				

or: 20 br: 51	770-03720		
r. Other			
3. Do y	ou ever use any of the following alternative methods to conduct business with the Postal Service	?	
Po	st Office in vicinity of where you work or shop	⊠ YES	□ NO
us	ps.com website	☐ YES	DNO
Sta	amps by Mail	☐ YES	<u>r</u> vo
Sta	amps by Phone	☐ YES	D MO
Sta	amps Online	☐ YES	DNO
Cli	ck-N-Ship	☐ YES	D NO
Ви	y stamps or mail packages at grocery or other retail store	YES	□ NO
4.	Do you currently use local businesses in the community?		
	DYES TONO		
5 .	If you answered "yes" in Question 4, would you continue to use these businesses if the discontinued?	Ponce de Li	eon Post Offi
	□ YES □ NO		
6.	Do you currently use businesses in nearby communities?		
	DYES INO		
7.	Do you have a means of transportation available to get to another Post Office in the vicinity?	•	
	TYES INO		
8.	How do you currently receive your mail?		
	☐ Carrier ☐ PÒ Box ☐ Other		
Ad	ditional Comments:		
<u>Na</u>	me: Tim+ Terry Russell Address: 2608 Goff	CRe	ek R
	1		



JOHNNY WALKER
377 PALM RD
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

 You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

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Sincerely,

RICK BELCHER

Item Nbr: 20 Page Nbr: 53



Postal Service Customer Questionnaire

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09/09/2011 in the postage-paid enve						
	able record, so please be advised that any inform				visible	
Do you visit the Ponce de Le	eon Post Office for personal reasons, business-re	elated reas	sons, or b r⊽	Both		
Personal reasons	Personal reasons Business-related reasons					
Please check the appropria following:	ate box to indicate whether you use the Ponce de					
Postal Services	The second se	Daily	Weekly		Never	
a. Buying Stamps				X		
b. Mailing Letters				X		
c. Mailing Parcels				<u>;</u>		
d. Pick up Post Office box mail					X	
•					\mathbf{X}	
e. Pick up general delivery mail		\Box	П		Ż	
f. Buying money orders				_	~	
g. Obtaining special services, including (Delivery Confirmation, or Signature Con	Certified Mail, Registered Mail, Insured Mail, Ifirmation				<u>t.</u> l	
h. Sending Express Mail					\S	
i. Sending Priority Mail					X	
j. Carrier pickup						
k. Buying stamp-coffecting material		-	-6		· · · · · · · · · · · · · · · · · · ·	
# 1 # #					[≱	
Entering permit or bulk mailings			П	П	Ø	
m. Obtaining other federal agency form: Passport Applications)	s (e.g., Selective Service, Duck Stamps,	<u></u>			·	
n. School bus stop					M	
o. Assisting senior citizens, persons wit	n disabilities, etc.				Ø	
p. Public bulletin board					X	
q. Community gathering place					X	

Docket: 1377998-65728 Item Nbr: 20 Page Nbr:54 r. Other 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service? Post Office in vicinity of where you work or shop **X**YES □ NO usps.com website □ YES X NO Stamps by Mail ☐ YES ₩ NO Stamps by Phone ☐ YES **IZYNO** Stamps Online ☐ YES DX'NO Click-N-Ship ☐ YES **M** NO Buy stamps or mail packages at grocery or other retail store ZZ NO ☐ YES 4. Do you currently use local businesses in the community? X YES 5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued? **Z**YES □ NO 6. Do you currently use businesses in nearby communities? **X** YES 7. Do you have a means of transportation available to get to another Post Office in the vicinity? **CX** YES

Name: Johnny Walker

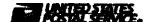
Additional Comments:

How do you currently receive your mail?

☑ Carrier ☐ PO Box ☐ Other

8.

Address: 377 Palm Rd.



CLIFF JONES
233 PONCE RD
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from
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HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
 challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
 more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now
 displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety
 of other information. The administrative Post Office may have a public bulletin board which may be used to post the same
 information.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be
 available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not
 require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer
 convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at
 usps.com, or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

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Sincerely,

Item Nbr: 20 Page Nbr: 57



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

09/09/2011 in the postage-paid envelope pro	ovided.				
1/ 15	cord, so please be advised that any informat				visible
Do you visit the Ponce de Leon Pos Personal reasons	st Office for personal reasons, business-relat Business-related reasons	ca rea		Both	
I^{-1}	to indicate whether you use the Ponce de Le	on Po	st Office f	or each of	the
Postal Services	and the second s	Daily	Weekly	Monthly	Never
a. Buying Stamps				XI.	
b. Mailing Letters			X		
c. Mailing Parcels				X	
-					X
d. Pick up Post Office box mail		·			X-
e. Pick up general delivery mail		_		Ø	
f. Buying money orders			— —		<u></u>
 g. Obtaining special services, including Certified Delivery Confirmation, or Signature Confirmation 	ł Mail, Registered Mail, Insured Mail, n			<u>.</u>	X
h. Sending Express Mail	''				X
•				X	
i. Sending Priority Mail		X	П		
j. Carrier pickup					X
k. Buying stamp-collecting material	Maken boke in historishing bold of the in the second of the se	<u>.</u>	السبا	٬ نــا .	(2.11
I. Entering permit or bulk mailings					X
m. Obtaining other federal agency forms (e.g., S Passport Applications)	Selective Service, Duck Stamps,			. 🔲	X
n. School bus stop					X
o. Assisting senior citizens, persons with disabil	lities, etc.			X	
p. Public bulletin board				X	
q. Community gathering place					X

	Nbr: 20 Nbr: 5 %											
	r. Other											
ı	3. Do you	ever use any of t	he following	alternative method	ds to cond	luct busin	ess with t	he Postal Se	rvice?			
! [Post (Office in vicinity o	f where you	work or shop						☐ YES	NO 🔼	
! !	usps.c	com website								☐ YES	⊠ NO	
	Stamp	os by Mail	•							☐ YES	⊠ NO	
	Stamp	os by Phone								☐ YES	₩ ИО	
	Stamp	os Online								☐ YES	M NO	
	Click-	N-Ship								☐ YES	M NO	
	Buy s	tamps or mail p	ackages a	t grocery or other	r retail sto	ore				□ YES	🙇 NO	
	4.	Do you currently	y use local b	usinesses in the co	ommunity	?						
		K YES	□ NO									
	5.	If you answered discontinued?	d "yes" in Q	uestion 4, would y	you conti	nue to us	se these l	ousinesses it	f the P	once de Le	on Post C)ffice is
		☐ YES	₩ NO									
	6.	Do you currently	y use busine	esses in nearby con	mmunities	; ?						
		☐ YES	M NO									
	7.	Do you have a r	means of tra	nsportation availab	ole to get t	to anothe	r Post Off	ice in the vici	inity?			
		☐ YES	K NO									
	8.	How do you cur	rently receiv	e your mail?								
		Carrier	- □ РОВ	ox Other	(desa	bled	ט				
	Additio	onal Comments	ed a	un a n the eno	etire	d'v	vietr	ram	vet	eran	ano	ļ
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	au	ound.	the	corner	is	ver	y	Conve	eni	ent q	BOI	0012
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DONNA SCHULZ
POB 58
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZiP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

RICK BELCHER

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q. Community gathering place

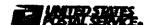
Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? **Both** Business-related reasons X Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the 2. following: Weekly Monthly Never **Postal Services** a. Buying Stamps b. Mailing Letters c. Mailing Parcels d. Pick up Post Office box mail e. Pick up general delivery mail f. Buying money orders g. Obtaining special services, including Certified Mail, Registered Delivery Confirmation, or Signature Confirmation h. Sending Express Mail i. Sending Priority Mail j. Carrier pickup k. Buying stamp-collecting material П I. Entering permit or bulk mailings m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) n. School bus stop o. Assisting senior citizens, persons with disabilities, etc. p. Public bulletin board

The way of the state of the

Docket: 1377998-65728 ftem Nbr: 20 Page Nbr: 61				
r. Other				
3. Do you ever use any of the following alternative methods to conduct business with the Posta	l Service?			
Post Office in vicinity of where you work or shop		☐ YES	□ NO	
usps.com website		☐ YES	□ NO	
Stamps by Mail		☐ YES	□ ио	
Stamps by Phone		☐ YES	□ NO	
Stamps Online		☐ YES	□ NO	
Click-N-Ship .		☐ YES	□ NO	
Buy stamps or mail packages at grocery or other retail store		☐ YES	□ NO	
4. Do you currently use local businesses in the community?				
TYES DINO				
5. If you answered "yes" in Question 4, would you continue to use these business discontinued?	es if the P	'once de Le	on Post C	office is
□ YES X7NO				
6. Do you currently use businesses in nearby communities?				
XYES DNO				
7. Do you have a means of transportation available to get to another Post Office in the		1 0		
DYES ANO Due to roads + weather	NO	ndit	ions	ノ
8. How do you currently receive your mail?				
□ Carrier PO Box □ Other	Lange	المام	ה מנו	
Additional Comments: I am new to the area - Strafford, No. I am 12 ws old - My P Spfb. They mail my medicines regular Name: Donna M Schulz Address PO Boy	JK JY	oku	ne a	eon
I have narcolepay and anxiete	I, A	ome	ar	2,
controlled. I do not think it w	lée !	D, A	ravi	2
them delivered by reg. mail box using the Rost Office for all my no parcels, certified mail, money order have my new PO Box number It is incoming and loss no Mails in a continue of its	. Z u sedo,	Jor Jor	oena	line
parces certified mall, money order	1, 19	140	hlch	20 V
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11/30/2011

JOY BRADFORD 1470 MEDICAL SPRINGS RD GALENA MO 65656

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.

 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely.

RICK BELCHER

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000

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Postal Service Customer Questionnaire

ons are important to the US Postal Service and will be considered in the feasibility e. Please take a few minutes to complete this survey and return it no later than

uaruarzu i i in trie postage-paiù errveiope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? Both Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following: Daily Weekly Monthly Never **Postal Services** X a. Buying Stamps b: Mailing Letters M c. Mailing Parcels d. Pick up Post Office box mail e. Pick up general delivery mail X f. Buying money orders 区 g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation X. h. Sending Express Mail i. Sending Priority Mail X j. Carrier pickup S k. Buying stamp-collecting material X I. Entering permit or bulk mailings 7 m. Obtaining other lederal agency forms (e.g. Selective Sentice, Duck Stamps, Passport Applications) n. School bus stop o. Assisting senior citizens, persons with disabilities, etc. N *'* 🗀 p. Public bulletin board q. Community gathering place

Docket: 1	137799	8-65728										L		Ц	
Item Nbr: 20 Page Nbr: 64		alterna	alternative methods to conduct business with the Postal Service?												
rage Not.	· 67			work or	shop							75	YES	□ №	
	usps.co	m website				•							YES	ľ NŐ	
	Stamps	by Mail											YES	D¥ NO	
:	Stamps	by Phone				•							YES	IS NO	
	Stamps	Online											YES	M NO	
(Click-N	l-Ship											YES	ď NO	
I	Buy sta	amps or mail pa	ackages	at groce	ry or oth	er retail s	itore				-	0	YEŞ	□ €NO	•
4	4. i	Do you currently	use local	business	ses in the	communit	ly?								
		ME YES	□ NO									٠,	٠.		•
5		If you answered discontinued?	"yes" in	Question	ı 4, would	d you cont	tinue to	use the	ese bu	sinesse	es if the	Ponce	de Le	on Post (Office is
		☐ YES	S INO												
e	6. (Do you currently	use busir	esses in	nearby c	:ommunitie	es?								
		☐ YES	№ NO												
7	7.	Do you have a m	neans of tr	ansporte	ition avail	able to get	t to anot	her Pos	t Office	e in the	vicinity?	?			
		KÍ YES	□ NO												
8	8. i	How do you curr	ently rece	ive your	mail?										
		E Carrier	□ РО	Box □] Other										
,	Addition	nal Comments	•												
į	Name:	Joy	Boo	rch	ord		<u>Add</u>	ress: /	1470 SA	D A	Ned Ny	1. 1. Ca	ul. Mo	Spys 65	Pd.

Item Nbr: 20 Page Nbr: 65

POSTAL SERVICE.

Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 10/109/2011 in the postage-paid envelope provided.

09/09/2011 in the postage-paid envelope provided. The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following: Weekly Monthly Never **Postal Services** a. Buying Stamps b. Mailing Letters c. Mailing Parcels d. Pick up Post Office box mail e. Pick up general delivery mail X П f. Buying money orders X g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation " □ h. Sending Express Mail i. Sending Priority Mail X j. Carrier pickup k. Buying stamp-collecting material I. Entering permit or bulk mailings X П m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications) \Box n. School bus stop o. Assisting senior citizens, persons with disabilities, etc. p. Public bulletin board q. Community gathering place

Docket: 1377998-65728 Item Nbr: 20 Page Nbr: 66 r. Other 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service? ☐ YES Post Office in vicinity of where you work or shop ☐ YES □ NO usps.com website ☐ YES Stamps by Mail ☐ YES Stamps by Phone ☐ YES □ NO Stamps Online ☐ YES Click-N-Ship ☐ YES Buy stamps or mail packages at grocery or other retail store Do you currently use local businesses in the community? 4. ☐ YES □ NO If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is 5. discontinued? □ NO **TYES** Do you currently use businesses in nearby communities? 6. ☐ YES Do you have a means of transportation available to get to another Post Office in the vicinity? 7. ☐ YES How do you currently receive your mail? 8.

Name: Address:

Jeannette Bruffet

Additional Comments:

☐ Carrier ☐ PO Box ☐ Other

n. School bus stop

p. Public bulletin board

g. Community gathering place

o. Assisting senior citizens, persons with disabilities, etc.

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Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both? Both
 Bot Business-related reasons Personal reasons Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the 2. following: Weekly Monthly Never Daily **Postal Services** a. Buying Stamps b. Mailing Letters c. Mailing Parcels X d. Pick up Post Office box mail П e. Pick up general delivery mail f. Buying money orders g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation h. Sending Express Mail i. Sending Priority Mail j. Carrier pickup k. Buying stamp-collecting material \Box I. Entering permit or bulk mailings m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)

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Other				
Do you ever use any of the following alternative methods to conduct business with the Pe	ostal Service?			
Post Office in vicinity of where you work or shop		□ YES	□ NO	
usps.com website		☐ YES	□ NO	
Stamps by Mail		☐ YES	□ NO	
Stamps by Phone		☐ YES	□ NO	
Stamps Online		☐ YES	□ NO	
Click-N-Ship		☐ YES	□ NO	
Buy stamps or mail packages at grocery or other retail store		☐ YE\$	□ №	
4. Do you currently use local businesses in the community?				
☐ YES ☐ NO				
5. If you answered "yes" in Question 4, would you continue to use these busin discontinued?	nesses if the P	once de L	eon Post (Office is
□ YES □ NO				
6. Do you currently use businesses in nearby communities?				
☐ YES ☐ NO				
7. Do you have a means of transportation available to get to another Post Office in	n the vicinity?			
□ YES □ NO				
8. How do you currently receive your mail?				
☐ Carrier ☐ PO Box ☐ Other				
Additional Comments:			· - -	
Name: Address:				

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r. C	Other											
		ever use any of the	e following	alternative n	methods to	conduct bu	siness with	the Postal	Service?			
		Office in vicinity of v								☐ YES	₽ ĈNO	
	usps.com website									☐ YES	Яио	
	Stamps by Mail Stamps by Phone									☐ YES	Ø NO	
										☐ YES	⊠ NO	
	Stamps Online Click-N-Ship									☐ YES	цҳио	
								☐ YES	⊠NO			
	Buy stamps or mail packages at grocery or other					tail store				☐ YES	₹ Í NO	
	4.	Do you currently	⊠ NO									
	5.	If you answered discontinued?	d "yes" in (Question 4,	would you	u continue to	o use these	businesse	es if the F	Ponce de L	eon Post (Office i
		☐ YES	□ NO									
	6.	Do you currently	y use busin	nesses in nea	arby comm	nunities?						
		☐ YE\$	ф ио									
	7.	Do you have a n	means of tr	ransportation	n available	to get to and	other Post C	office in the	vicinity?			
		☐ YES	NO									
	8.	How do you cur	rently rece	eive your mail	il?							
- 		☐ Carrier	DO PO	Box □ O	Other	age a prose to the						
	Addi	itional Comments Having the Community Inned Of	s: funce funce	or Clor s difficu Ke scaso.	fust a Ut by in due	efice 1 ef ad be inchi	s pice to every next we	so He Highla Met.	Leske	, n Ce	pair	

Address:

Name:

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ostal Service Customer Questionnaire

ins are important to the US Postal Service and will be considered in the feasibility Please take a few minutes to complete this survey and return it no later than e provided.

☐ Both

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others. 1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

Business-related reasons

Personal reasons	Business-related reasons		<u> </u>	Both		
2. Please check the appropriate box t following:	o indicate whether you use the Ponce de	Leon Po				
Postal Services		Daily	Weekly	Monthly	Never	
a. Buying Stamps				· 🗹		
	+		1			••
b. Mailing Letters				(F)		
c. Mailing Parcels			— —		D/	
d. Pick up Post Office box mail						
e. Pick up general delivery mail						
f. Buying money orders						
	Mail Pegistered Mail Insured Mail				W/	
g. Obtaining special services, including Certified Delivery Confirmation, or Signature Confirmation	Wall, Negistared Wall, 1155/55 Man,					
h. Sending Express Mail						
						_
i. Sending Priority Mail						
j. Carrier pickup				(-)	11/	•
k. Buying stamp-collecting material					UKI	
, b. 0						
I. Entering permit or bulk mailings	5 5	П			П	
m. Obtaining other federal agency forms (e.g., S Passport Applications)	elective Service, Duck Stamps,	ابا	ليب	<u></u>		/
n. School bus stop						
o. Assisting senior citizens, persons with disabili	ities, etc.	<u>ب</u>	L_1			
p. Public bulletin board		<u> </u>	<u></u>			/
g. Community gathering place					المدا	

	Page Nbr: 72		alternativ	re methods	e to condi	ict busines	s with the Pos	<u></u>	[_]		L	
			work or s		s to cond	ici pasines	s with the Po	stal Service?	- vc			
	usps.com website			WOIR OF S	нор					☐ YES	□ NO	
										☐ YES	□NŐ	
	Stamps by Mail Stamps by Phone									C YES	□ NO	
										☐ YES	□ NO	
	Stamp	s Online								☐ YE\$	□ NO	
	Click-l	N-Ship								☐ YES	□ NO	
	Buy stamps or mail packages a				or other	retail sto	ге			□ YEŞ	□ NO	•
	4.	Do you currently	use local b	usinesse	s in the co	mmunily?	1		·			
		□ YES □ NO						• • • • • • •				
	5 .	If you answered discontinued?	"yes" in O	uestion 4	, would yo	ou contin	ue to use	these busine	sses if the P	once de Le	on Post Ō	ffice is
		☐ YES	□ NO									
(6 .	Do you currently	use busine	sses in ne	earby com	munities?	•					
		D YES	□ NO									
	7.	Do you have a means of transportation available to get to another Post Office in the vicinity?										
		☐ YES	□ NO									
,	8.	How do you curre	ently receiv	e your ma	iil?							
		☐ Carrier	□ РОВ	ox 🗆 (Other							
	Additio	nal Comments:										
j	Name:					 -	Address:			·		
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Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the PONCE DE LEON Post Office on 08/16/2011. Additionally, during the survey period, questionnaires were available at the PONCE DE LEON Post Office to walk-in retail customers.

1. Number of Questionnaires

Total Questionnaires distributed	46
Favorable to proposal	0
Unfavorable to proposal	4
Expressing no opinion	13
Total questionnaires received	17

Postal Concerns

1.

The following postal concerns were expressed

Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

3.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units, Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Concern (UnFavorable):

Customer suggested reducing/alternating the number of hours the post office operates.

Retnonte

Hours are determined by the workload at the post office.

Concern (UnFavorable):

Customers were concered why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

Concern (UnFavorable):

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

6.

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Nonpostal Concerns

The following nonpostal concerns were expressed

Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or fost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

Concern (No Opinion):

Customers were concerned about the loss of a gathering place and an information center.

Response

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

3.

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):

Customers were concerned about the limited hours of operation at the Post Office.

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

2. Concern (UnFavorable):

Customers expressed concern about the loss of community name and Zip Code.

Response

Customers that elect to receive their mail on the route that serves the community will continue to use the community name in their last line address. The Postal Service is helping to preserve the community name by continuing the use of the community name in addresses.

Concern (UnFavorable):

Customers were concerned about senior citizens.

Response

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

4. Concern (UnFavorable):

Customers were concerned about a possible address change.

Response:

There will be no change in customer addresses.

5. Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

6. Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):

7. Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

8. Concern (UnFavorable):

Customers expressed concern about having to erect a rural mailbox.

Response:

Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

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9. Concern (UnFavorable):

Customer expressed a concern about the length of time it took to forward your mail.

Response:

Customers may change their address online at usps.com or pick up address change packets at the Post Office. As correspondents use their correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.

Concern (UnFavorable):

 Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

11. Concern (UnFavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Response

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

12. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Nonpostal Concerns

1. Concern (UnFavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

2. Concern (UnFavorable):

Customers expressed concern for loss of community identity.

Response

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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Date of Removal: 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office:

The Postal Service is considering the close of the Ponce De Leon Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office and Highlandville Post Office . If you choose to use the optional comment form and need additional space, please attach additional

Please return the comment form to.

JOANNE DEAN 300 W PERSHING RD SUITE 210 KANSAS CITY , MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance.

RICK BELCHER

300 W PERSHING RD SUITE 210

KANSAS CITY, MO 64108-9000

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Date of Posting: 08/31/2011



Date of Removal: 11/01/2011



PROPOSAL TO CLOSE
THE PONCE DE LEON, MO POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

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DOCKET NUMBER 1377998 - 65728

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11.981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
- Customers opting for darrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
- 5. Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route
 address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communitier, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

III. EFFECT ON EMPLOYEES

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ne vacant when the postmaster is reassigned on January U1, 2012, Finally there are 1 PMR(s) may be separated from the Postal Service.

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance Utilities \$ 0 \$11,828 Transportation EAS Craft & Labor \$ 0 \$ 449,703 Contracts \$0 Rent \$ 27.010 Relocation One-Time Cost \$ 0 Total Ten Year Savings \$ 384,324

V. OTHER FACTORS

VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Officeand Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

RICK BELCHER

Manager, Post Office Operations

08/31/2011 Date

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Date of Posting 08/31/2011

Date of Removal 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office

The Postal Service is considering the close of the Ponce De Leon Post Office for reasons stated in the accompanying proposal

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to

JOANNE DEAN 300 W PERSHING RD SUITE 210 KANSAS CITY . MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance

RICK BELCHER

300 W PERSHING RD SUITE 210 KANSAS CITY . MO 64108-9000

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PROPOSAL TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

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DOCKET NUMBER-1377998 - 65728

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office. an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
- Customers opting for carrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provibe convenient parcel delivery for customers.
- Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route
 address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communiter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

III. EFFECT ON EMPLOYEES

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ie vacant when the postmaster is reassigned on January 01, 2012 Finally there are 1 PMR(s) nay be separated from the Postal Service.

\$ 384,324

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows

Building Maintenance \$ 11,828 Utilities \$ 0 Transportation \$ 449,703 EAS Craft & Labor Contracts \$ 0 \$ 27.010 Rent S O Relocation One-Time Cost

V. OTHER FACTORS

Total Ten Year Savings

VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery dustomers and 20 delivery route

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with jural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- Support Materials, Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Officeand Highlandville Post Office during normal office hours.
- This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

RICK BELCHER

Manager, Post Office Operations

08/31/2011Date

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Date of Removal: 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office

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During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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RICK BELCHER

300 W PERSHING RD SUITE 210 KANSAS CITY, MO 64108-9000

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Date of Removal: 11/01/2011



PROPOSAL TO CLOSE
THE PONCE DE LEON, MO POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

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DOCKET NUMBER 1377998 - 65728

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,286, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday. There are post office boxes available for rent.

Some advantages of the proposal are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
- Customers opting for carrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
- Customers opting for carrier service will not have to pay post office box fees.
- Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route
 address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administed politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communiter, no new business activity and those who community to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks, putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur..

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

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Page Nbr: 7

d in the course of this discontinuance study, the Postal Service concludes this proposal will not not every effort will be made to maintain the identity.

III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be separated from the Postal Service.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance \$0 **Utilities** \$ 11.828 Transportation \$ 0 EAS Craft & Labor \$ 449,703 Contracts \$0 Rent \$ 27,010 Relocation One-Time Cost \$0 Total Ten Year Savings \$ 384,324

V. OTHER FACTORS

VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

RICK BELCHER

Manager, Post Office Operations

08/31/2011Date

Docket: 1377998-65728 Item Nbr: **33**

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	EKYKE!						
A. Office Name: PONCE DI Area: WESTERN Congressional District	t: <u>7</u>			District: County:	State: MO MID-AMERICA PFC STONE Finance Number:	Zip Code:	65728
EAS Grade:	<u>53</u>	Classified Station	(** 1)		Classified Branch	CI	20

This form is a place holder for number 23. The round dated copies of the proposal have been received.

 Prepared by:
 Kim Silance
 Date:
 11/30/2011

 Title:
 MID-AMERICA PFC Post Office Review Coordinator
 Fax No:
 (913) 782-5643

Docket: 1377998 - 65728 Item Nbr: 24 Page Nbr: 1

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 10/26/2011

Postal Customers of the Ponce de leon Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Ponce de leon Post Office, which was posted 08/31/2011 through 11/01/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ponce de leon Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

RICK BELCHER

300 W PERSHING RD SUITE 210 KANSAS CITY , MO 64108-9000

Docket: 1377998 - 65728 Page Nbr: 1



11/30/2011

MICHELE SMITH 7596 STATE HWY V GALENA MO 65656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- . You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Starrips by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commernorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination, if customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- . You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous
 and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner
- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated

Item Nbr: 25 Page Nbr: 2

place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000



11/30/2011

MICHELE SMITH 796 STATE HWY V **GALENA MO 65656**

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

in response to your letter:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and
vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the
use of the Community name and ZIP Code in addresses.

I realize with change there is always concern, However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000

Item Nbr: 25 Page Nbr: 4

3.

Services. Describe any favorable or unfavorable effects you believe the the regularity or effectiveness of your postal services.

IT WOULD TAKE AWAY A CONVENIENT WAY FOR US TO MAIL PERSONAL AM BUSINESS PACKAGES AND LETTERS. THE CLOSEST ALTERNATIVE POST OFFICE FOR THOSE OF US WHO LIVE FARTHER DOWN V HWY, IS GALENA (7 MILES FROM US) OR HIGHLANDVILLE (10 MILES) OR SPOKANE (NEWRLY 9 MILES AWAY),

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

POSTMISTRESSES HAVE CHEATED THROUGH THEIR CONSISTENT PRESENCE at the POST OPFICE. MANY WITH NO INTERNET (LIKE OW ELDER ALL WHO ARE UNABLE TO DRIVE SO FAR CAND CROSS A BUSY "HIGHWAY LIKE 160) WILL HAVE TO BEPEND ON OTHERS TO SHIP PACKAGES. IT WILL CHANGE OUR REASONS FOR STAYING HERE. THAT CONVENIENT POST OFFICE WAS ONE REASON WE CHOSE TO LIVE Other Comments. Please provide any other views or information that you believe the Postal and Service should consider in deciding whether to adopt the proposal.

IT SEEMS LIKE THE POST OFFICE'S PRESENCE THIS COMMINING IN SMALL COMMUNITIES LIKE TURS IS AN ADVANTAGE. ITY.

I WISH THEY WOULD PLAY UP THAT STRENGTH IN THEIR

ADVERTISING. INSTEAD WE GET ADVERTISEMENTS FROM

USPS URGING US " DON'T GO TO THE POST OFFICE" (TRADE-

MICHELE S. SMITH

Name of Postal Customer

Signature of Postal Customer

Mailing Address

Mailing Address

Mailing Address

GALEVA MO. 65456

10/27/11

PHRASE

City. State, and ZIP Code

Date

Docket: 1377998 - 65728 Item Nbr: 25 Page Nbr: &



11/30/2011

BETTY SUE LITTLE 1210 MEDICAL SPRINGS RD GALENA MO 65658

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from
the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are
available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special
 challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units.
 Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or
 special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for
 more information.
- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructing administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

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If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 84108-9000

Docket: 1377998-65728

Optional Comment Form

to make concerning the proposed discontinuance of the PONCE DE

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Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the 1. proposal would have on the regularity or effectiveness of your postal services.

Probably will not afect my mail delivery, but would restricted the convience of mailing please ste. I am 69 years old and my husband is 22. He has restricted driving, and would not beable to drive a distance to do any special mailing.

Effect on Your Community. Please describe any favorable or unfavorable effects that you 2. believe the proposal would have on your community.

many retired and older people live within a Two to three mile radios of force the Leon Postoffice and would have to diwe 5 to 7 miles to another Post office. The convience of being able to mail Packages, certified mail and other special mailings locally would be eliminated.

Other Comments. Please provide any other views or information that you believe the Postal 3. Service should consider in deciding whether to adopt the proposal.

the monetary Davings on this Post Office would be minable compared to the inconvience if would reate in it. O. I. I I don't know the deficit Jones is under but I think It would weste for its Customers.

Name of Postal Customer Medical Springs ROAD Mailing Address City. State, and ZIP Code



11/30/2011

ROBIN CARGILL

POB 38 PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial
 transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal
 Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC)
 survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now
 displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety
 of other information. The administrative Post Office may have a public bulletin board which may be used to post the same
 information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a
 case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and
 investigate the feasibility of providing service by alternate means.
- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.
- You expressed a question about which office the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

Rick Belcher

Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000 Docket: 1377998-65728

Optional Comment Form

to make concerning the proposed discontinuance of the PONCE DE

Item Nbr: 25 Page Nbr: 9

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. 1.

Pance Post Office is 1.5 miles from my home. I USE A P.O. Box For Security Reasons. I live on a Lonely stretch of Hay. V. and Do not have A Box at my Residence, I Don't use Computers For the same Reason. To minimize my exposure

Effect on Your Community. Please describe any favorable or unfavorable effects that you 2. believe the proposal would have on your community.

The Post office is a Community Communication Center. Bulletin Board a Chance Meetings Bring the area Closer as Petghbors.

Perhaps Ponce Post Office Could be the (HUB) OF A Given Geographical area 50

Other Comments. Please provide any other views or information that you believe the Postal 2 hrs/kg. Service should consider in deciding whether to adopt the proposal. 3.

Saturday Service :s Vital Fer those who work Mon-FrI 8-5. 3 Days/week? Route Orner Could Post Delivery @ Po. Boxes

opening for Business.

Name of Postal Customer

Delen mo 65728-0038

Why is Galena Route on the other side of the Street From the Ponce P.O. ?



11/30/2011

VIOLET DICKENSON 1564 MEDICAL SPRINGS RD **GALENA MO 65656**

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous
 and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PLIRCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's malibox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

. You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mali Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

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Rick Belcher Manager, Post Office Operations 300 W Pershing Rd suite 210 Kansas City , MO, 64108-9000

Docket: 1377998-65728

Optional Comment Form

to make concerning the proposed discontinuance of the PONCE DE

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proposal would have on the regularity or effectiveness of your postal services.

I am 86 years old and it is much easier to go
I mile down the road to get help with my
check writing than to go nearly 14 mile found
trip. and

- 2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Since this is the Only thing here in the Community it would be the final death blow to Ponce Del Leon. It It serves as a pace where you see others and Can exchange information and visit.
- 3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. There has been a Post office here sence 1881, Nearly all post offices lose money so it is lenfair to close our rural offices because they lose money.

Violet Dickenson	Signature of Postal Customer
Name of Postal Customer	Market of Foundation
1564 Medical Springs Rd Mailing Address Galena Mo 65656	9-1-2011
City, State, and ZIP Code	Date

Docket: 1377998 - 65728 Item Nbr: 26 Page Nbr: 1

Analysis of 60-Day Posting Comments

Number of comments returned	
Total questionnaires distributed	4
Favorable comments	0
Unfavorable comments	4
No opinon expressed	0
Total comments returned	4

Postal Concerns

The following postal concerns were expressed

Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Concern (UnFavorable):

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post 2.

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Concern (UnFavorable):

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices, Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of 3. the postel budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Concern (UnFavorable): 4.

Customer suggested reducing/atternating the number of hours the post office operates.

Response:

Hours are determined by the workload at the post office.

Concern (UnFavorable):

5. Customer was concerned about identity theft.

Response:

There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

Concern (UnFavorable): 6.

Customers asked why their Post Office was being discontinued white others were retained.

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the 7. community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Concern (UnFavorable):

Customers felt the route should emanate from a different office than the one proposed because that office is 8. closer.

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

Concern (UnFavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Post 9. Office.

Response:

Docket: 1377998 - 65728

10.

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Counteous and neight is service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com. or by calling 1-800-STAMP-24.

11. Concern (UnFavorable):

Customers were concerned about mail security.

Response

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

12. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered. Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAK

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

13. Concern (UnFavorable):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to readside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Nonpostal Concerns

The following nonpostal concerns were expressed

Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

2. Concern (UnFavorable):
Customers expressed concern for loss of community identity,

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

Goncern (UnFavorable):

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

4_ Concern (UnFavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response

Residents may continue to meet informally, socialize, and share information at the other businesses, churches

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gue realigness in term.

Docket: 1377998 - 65728

Item Nbr: 27 Page Nbr. 1 CH144637455

MR. MARK MARTINEZ GALL HENDREX
MID-AMERICA DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE
300 W PERSHING ROAD SUITE 210
KANSAS CITY, MO 64108-9000

We, the citizens and customers of the **Ponce De Leon, MO 65728** Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status – a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivery and sending the mail, particularly accountable mail. We are especially concerned over the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act or 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,

Customers of the Ponce De Leon Post Office:

Docket: 1377998-65728
Item Nbr: 27
Page Nbr. 2

Ponce De Leon, MO 65725

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Docket: 1377998.65728 Item Nbr: 27 Page Nbr. 3

Ponce De Leon, MO 65728

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Docket: 1377998-65728 Item Nbr: 27 Page Nbr. 4

Ponce De Leon, MO 65728

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Docket: 1377 998 -65728 Item Nbr: 27 Page Nbr. 5

Ponce De Leon, MO 65728

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Ponce De Leon, MO 65728

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Docket: 1377998-65728 Item Nbr: 27 Page Nbr. 9

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Docket: 1377998-65728 Item Nbr: 27 Page Nbr. 10

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Docket: 1377998-65728 Item Nbr: 27 Page Nbr. 13

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Docket: 1377998-65728

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DISTRICT MANAGER
MID-AMERICA DISTRICT



October 31, 2011

Customers of the Ponce De Leon Post Office 2954 Goff Creek Rd. Ponce De Leon, MO 65728-9111

Dear Postal Customers:

This is in response to your inquiry regarding the possible closing of the Ponce De Leon Post Office.

I recognize your interest in ensuring that the residents of the Ponce De Leon community continue to have convenient access to essential Postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting. All of our income is derived from the sale of our products and services and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional Postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume has plummeted from 213 billion pieces in 2006 to 170 billion pieces in 2010 and is expected to continue to fall to 150 billion pieces by the end of the decade.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage.

The Ponce De Leon Post Office is currently being reviewed for possible discontinuance. The review is ongoing, and no final decisions have been made. If the review of the Ponce De Leon Post Office leads to closure, the office name and ZIP Code will be retained for use in local mailing addresses to preserve community identity.

Your specific concerns are addressed below:

SANCTITY OF MAIL: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

ABUSES THROUGH CONTRACT MAIL STATION: At this time, the proposal to close the Ponce De Leon Post Office does not include the establishment of a contract mail station. However, award of a contract is based on evaluation of criteria including annual monetary amount and contractor ability and background, in addition to the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

DELIVERY AND SENDING MAIL: The proposal allows everyone in the City of Ponce De Leon street delivery as their one free form of delivery. Most retail services provided at the Post Offices are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The following are some services available from the carrier and how to obtain them.

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-2-

- 1. PURCHASING STAMPS BY MAIL: The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and Postal cards by using a Stamps by Mail order form available from the Post Office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or Postal money order made payable to the U.S. Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- 2. PURCHASING POSTAL MONEY ORDERS: Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- 3. SPECIAL SERVICES: Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Thank you for the opportunity to address this matter with you. If you have further questions, please contact Darrin R. Gadson, Manager, Consumer and Industry Contact, at (816) 374-9186.

Sincerely,

Mau M Hendrix
Gail M. Hendrix

300 West Pershing Road — Suite 210 Kansas City, MO 64108-9000 818-374-9104 Fax: 818-374-9153

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Area: WESTERN Congressional District: 7 Congressional District: 7 S3 Post Office: 7 Classified Station Classified Branch Classified Branch Classified Branch Classified Branch Classified Branch Classified Branch District: MID-AMERICA PFC Post Office Review Coordinator Prepared by: Kim Silance Date:	Office								
County: STONE Finance Number: 2864 Post Office: M Classified Station Classified Branch Classified Branch This form is a place holder for number 28. There was no Congressional inquiry. Prepared by: Kim Silance Title: MID-AMERICA PFC Post Office Review Coordinator		PONCE DE	LEON			Dintriot:		Zip C	ode: <u>65728</u>
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Tele No: (913) 782-3765 Fax No:			913) 782-3765					Fax No:	(913) 782-5643

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name,	State, ZIP Code:	PONCE DE LEON, MO, 65728-9998			
EAS Level:		53			
District:		MID-AMERICA PFC			
County:		STONE			
Congressional	District:	7			
Proposal:		✓ Close Consolidate			
Reason For P	ropsed:	was reassigned			
Alternate Serv	ice Proposed:	Highway Contract Route Service			
Customers Aff	rected:				
Post Office I	Box:	28			
General Del	ivery:	0			
Rural Route	:	0			
Highway Contract Route (HCR): City Route:		20			
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	er of customers:	48			
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Date	Action				
	Office suspended, Reason suspended: Suspension notice sent to Headquarters.				
01/01/2012	Postmaster vacancy occurred. Reason: was rea	esigned			
0110112012	PM: Career: 0 Noncareer: 2 Other Employees: 0				
08/04/2011	District manager authorization to study. Questionnaires sent to customers. Number sent: 46 Number Returned: 17				
08/16/2011	Questionnaires sent to customers. Number sen Analysis: Favorable 0 Unfavorable 4 No Op				
10/10/2011	Petition received. Number of signatures: 63	HIGHT 13			
10,10,2011	Concerns expressed:				
	Congressional inquiry received: No				
08/31/2011	Concerns expressed: Proposal and checklist sent to district for review				
00/01/2011	Government Relations and Retail Operations no	offied by district 10 days before the 60-day posting (PS Form 4920			
08/31/2011	2011 Proposal and invitation for comments posted and round-dated.				
08/31/2011 11/04/2011	Proposal and invitation for comments posted and round-dated. Proposal and invitation for comments removed and round-dated.				
11/0-(/2011	Comment Analysis:				
None	Favorable 0 Unfavorable 4 No Opinion 0 4 Premature PRC appeal received.				
None	Concerns expressed:				
09/02/2011	Updated PS Form 4920 completed (if necessary	y).			
	Certification of the official record.	dent, Delivery and Retail, and copy of transmittal letter to vice			
	president, Area Operations.	Gent, Delivery and Relias, and Copy of Bansintum retter with			
	Headquarters logged in official record (option ea				
	Record returned to district for additional consider	eration.			
	Record returned as not warranted.				
	Final determination posted at affected office(s). Final determination removed and round-dated.	BN 1907R-04601.			
 	Postal Bulletin Post Office Change Announcement	ent form sent to Headquarters.			
	No appeals letter received from Headquarters.				
	Appeal to PRC received.				
	PRC opinion received on appeal: Affirmed: Remanded:	. USPS Withdrawn:			
	Address management systems notified to upde				
	Discontinuance announced in Postal Bulletin No				
Review Coordi	nator/person most familiar with the case:				
	KIM SILANCE	(913) 782-3765			
	Name/Title	Telephone Number			
	MIN ON ANOT	(D43) 767 976E			
	KIM SILANCE District Post Office Review Coordinator	(913) 782-3765 Telephone Number			



11/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record PONCE DE LEON Docket Number 1377998 - 65728

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

GAIL HENDRIX District Manager

Law M. Hendrix



12/08/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ponce De Leon Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Kim Silance, Post Office Review Coordinator, at (913) 782-3765 or Harry Belcher Manager Post Office Operations.

Law M. Hendrix
GAIL HENDRIX

DISTRICT MANAGER

300 W PERSHING RD SUITE 210

KANSAS CITY, MO 64108-9000

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1377998.pdf) Headquarters acknowledgment of receipt of official record (optional) Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Docket: 1377998 - 65728 Item Nbr: 32 Page Nbr: 1

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the PONCE DE LEON was received by 12/09/2011.

Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700 WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

*Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.



12/11/2011

DISTRICT MANAGER 300 W PERSHING RD SUITE 210 KANSAS CITY, MO 64108-9000

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- PONCE DE LEON

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

erllla.

Thank you for your assistance.

Dean J Granholm

Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:

Vice President, Area Operations, WESTERN Area



12/16/2011

OFFICER-IN-CHARGE/POSTMASTER Ponce De Leon Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Ponce De Leon Post Office Final Determination Docket No. 1377998 - 65728

Please post in the lobby the enclosed final determination to close the Ponce De Leon Post Office. The final determination must be posted in a prominent place from 12/16/2011 through close of business on 01/17/2012. It must be posted for at least 30 days and the first day does not count. The Final Determination will also be posted in the Highlandville Post Office and the Spokane Post Office. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 01/18/2012.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (913) 782-3765.

Sincerely,

KIM SILANCE

POST OFFICE REVIEW COORDINATOR

300 W PERSHING RD SUITE 210

KANSAS CITY, MO 64108-9000

Enclosures:

Final Determination Official Record

Date of Posting: 12/16/2011

Date of Removal: 01/17/2012

FINAL DETERMINATION TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1377998 - 65728



Date of Posting: 12/16/2011



Date of Removal: 01/17/2012



FINAL DETERMINATION TO CLOSE THE PONCE DE LEON, MO POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1377998 - 65728



Date of Removal: 01/17/2012



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Concern:

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The postmaster position will become vacant when the postmaster was reassigned on 01/01/2012. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Ponce De Leon Post Office an EAS-53 provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Revenue has seen a slight increase over the last several years. The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645, FY 10 \$ 11,981 and FY 11 \$ 12,007.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers. 24 customer(s) attended the meeting.

On August 16, 2011, 46 questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office. 17 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 4 unfavorable, and 13 expressed no opinion. A petition supporting the retention of the Ponce De Leon Post Office was received on October 10, 2011, with 63 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday.

convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling

Customers were concerned about mail security.

The proposal to close the Ponce De Leon Post Office was posted with an invitation for comment at the Ponce De Leon Post Office , Spokane Post Office and Highlandville Post Office from August 31, 2011 to November 01, 2011. The following postal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1,	Concern:	operates.
	Response:	Hours are determined by the workload at the post office.
2.	Concern:	Customers were concered why the postmaster position was not filled.
	Response:	All management positions were frozen in anticipation of the reorganization efforts.
3.	Concern:	Customers were concerned about having to make an address change on their bank checks and stationery.
	Response:	Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
4.	Concern:	Customers were concerned about having to travel to another Post Office for service.
	Response:	Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox, Stamps by Mail and Money Order Application forms are available for customer

1-800-STAMP-24.

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	Response:	Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
6.	Concern:	Customers were concerned about obtaining services from the carrier.
	Response:	Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
		PURCHASING STAMPS BY MAIL The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
		PURCHASING POSTAL MONEY ORDERS Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
		SPECIAL SERVICES Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

sales.

your mail.

7.

9.

Concern:

Response:

Concern:

Response:

Concern:

Response:

10. Concern:

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order

Customers were concerned about obtaining services from the carrier.

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative

Customer expressed a concern about the length of time it took to forward

Customers may change their address online at usps.com or pick up address change packets at the Post Office. As correspondents use their correct mailing address there will no longer be a requirement that your mail goes

Customers expressed concern about having to erect a rural mailbox.

return the customer asks the post office to resume delivery.

Customers were concerned about senior citizens.

postmaster for more information.

through our forwarding system.

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3.

Response: Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or

another location that is more convenient.

Customers expressed concern about the loss of community name and Zip 11. Concern:

Code.

Response: Customers that elect to receive their mail on the route that serves the

community will continue to use the community name in their last line address. The Postal Service is helping to preserve the community name by continuing

the use of the community name in addresses.

12. Concern: Customers were concerned about a possible address change.

Response: There will be no change in customer addresses.

Customers were concerned about the limited hours of operation at the Post Concern:

Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload

analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

The following additional concerns were received during the proposal posting period:

Concern: Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the

package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

Customer expressed a concern about the cost savings obtained by the 2. Concern: Postal Service from the closure of Post Offices.

Response: The Postal Service has developed and begun implementing a range of

cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service,

in an effort to grow revenue.

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said Concern:

if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response: The Postal Service has developed and begun implementing a range of

cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service,

in an effort to grow revenue.

Concern: Customer was concerned about identity theft. Docket: 1377998 - 65728 Itom Nbr: 35 Page Nbr: 5 Response:

There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

5. Concern: Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

6 Concern: Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

7. Concern: Customers felt inclement weather and poor road conditions might impede

delivery.

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

8. Concern: Customers felt the route should emanate from a different office than the one

proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

9. Concern: Customers said they would miss the special attention and assistance

provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be

provided as needed.

Some advantages of the proposal are:

The rural and contract carriers will provide retail services, alleviating the need to go to the post office. Stamps by Mail order 1. forms are provided for customer convenience.

2. Customers opting for carrier service will have 24-hour access to their mail.

3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

Customers opting for carrier service will not have to pay post office box fees. 4.

Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- 1. The loss of a retail outlet and a postmaster position in the community. Retail services will be provided by the rural or contract delivery carrier.
- Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to 2. conduct most Postal Service transactions.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address 3. will be assigned.

II. EFFECT ON COMMUNITY

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Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communiter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

The proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks for a customer who has Parkinson's putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur.

This Ponce De Leon Post Office is not listed as a historic landmark.

The community name will be maintained for customer addressing, and the ZIP Code is not expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1.	Concern:	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
2.	Concern:	Customer expressed a concern about the loss of the community bulletin board at the Post Office.
	Response:	Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
3.	Concern:	Customers were concerned about the loss of a gathering place and an information center.
	Response:	Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
4.	Concern:	Customers expressed concern for loss of community identity.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
5.	Concern:	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. There is currently a Postmaster assigned to this unit. The Postmaster may be moved to another facility if possible. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be placed when a vacancy is available.

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IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	* *
Transportation	\$ 11,828
EAS Craft & Labor	\$0
Contracts	\$ 449,703
Rent	\$ O
Relocation One-Time Cost	\$ 27,010
Velocation Oue-Time Cost	\$ O
Total Ten Year Savings	\$ 384,324

V. OTHER FACTORS

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VI. SUMMARY

This is the final determination to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The Postmaster assigned to this unit may be moved to another facility if possible. The 1 PMR(s) may be placed when a vacancy is available. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Ponce De Leon Post Office , Spokane Post Office and Highlandville Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Ponce De Leon Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-000l. Appeals copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made normal office hours.

Hand Garholu.

Dean J Granholm

Vice President of Delivery and Post Office Operations

12/15/2011

Date